

South Ayrshire Health and Social Care Partnership Performance Report

(As at 31st December 2023)

Community Health and Care – February 2024 Adults and Older People

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- 6.1 SDS Payments (proportion funding allocated to DP or PMB).
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- 6.6 % of adults who agree that they had a say in how their help, care or support was provided.
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7. We make a positive impact beyond the services we deliver.

- 7.1 Increase in referrals from the HSCP to the Information and Advice hub for Income Generation

Status Keys

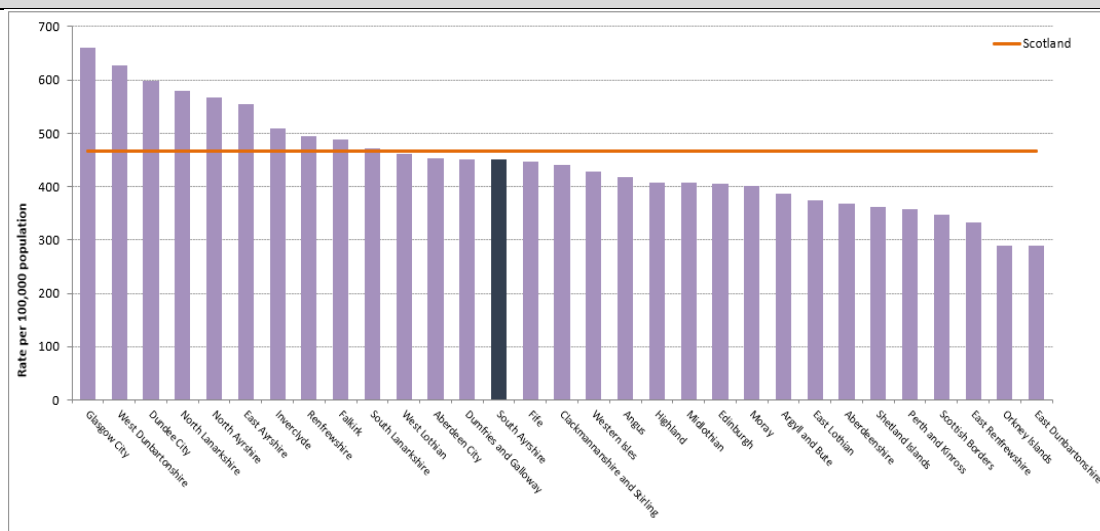
	Improving
	Declining
	No change

	No concerns
	Some concerns
	Major concerns

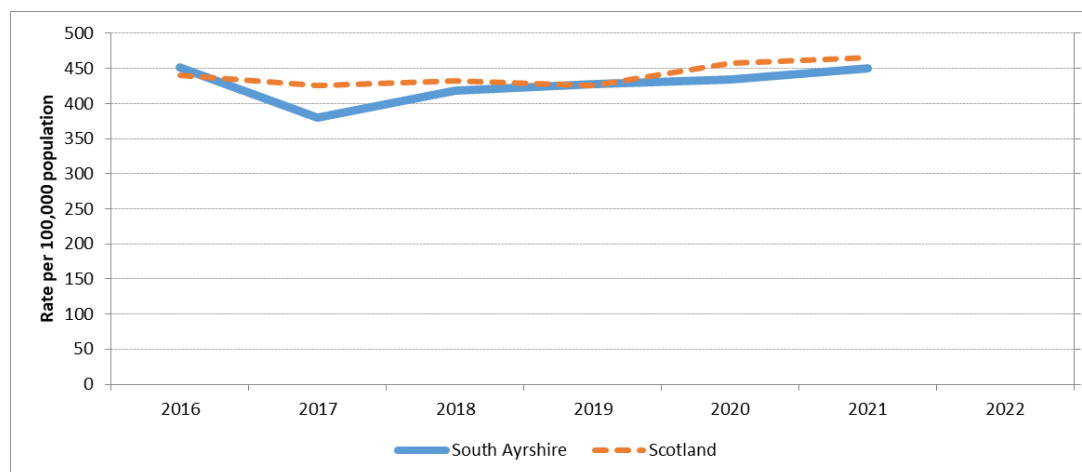
Strategic Objective 1. We focus on prevention and tackling inequality.

Performance Measure and Description:	1.1 Premature Mortality Rate per 100,000
Indicator Type:	National
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data




	2016	2017	2018	2019	2020	2021
South Ayrshire	451	380	419	428	435	451
Scotland	440	425	432	426	457	466



Performance Analysis

The death rates for South Ayrshire residents aged under 75 increased from 380 in 2019 to 451 in 2021. This is lower than the National Average of 466. South Ayrshire has the 14th highest premature mortality rate out of the 32 partnership areas. Glasgow City has the highest rate at 661 and East Dunbartonshire has the lowest at 289. East and North Ayrshire both have a higher than national average rate at 556 and 568 respectively.



Status	Trend	Target
	Declining	N/A

Performance Analysis

The rate of falls per 1,000 population aged 65 + was 18.9 in 2022 which is lower than the national average of 22.2. The rate of falls in South Ayrshire has decreased since 2017/18 when it peaked at 24.8 and is now at its lowest rate since 2016/17. This demonstrates the success of the various initiatives and services which have been established to address this issue.

Given the specific demographics within South Ayrshire of an older population with multi-morbidity, frailty and poly-pharmacy and high dependency ratio, reducing or maintaining the number of people attending with a fall, is challenging and requires continued focus.

With pressures increasing across NHS and Health and Social Care services and the life expectancy of South Ayrshire's older population set to increase, Invigor8 and HARP exercise and activity programmes assist in the prevention of falls or fear of falling in the over 60's and assist people with comorbidities including, cardiac, stroke, cancer, pulmonary, diabetic medical history to self-manage their health via increased physical activity and exercise. The programmes provide health benefits physically, mentally and socially and assist in maintaining or improving health and independence.

Status	Trend	Target
	 Improving	N/A




Strategic Objective 1. We focus on prevention and tackling inequality.

Performance Measure and Description:	1.3 Healthy Life Expectancy by Gender and Life Expectancy by Locality																																						
Indicator type:	National (NEW MEASURE)																																						
Data Source	Source: NRS / Scotpho Council areas - ScotPHO Publication of 2020-2022 Healthy life expectancy delayed until 2024																																						
Manager Responsible	Billy McClean, Head of Community Health and Care																																						
Performance Data	Performance Commentary:																																						
<p>Chart 1 Healthy Life Expectancy in South Ayrshire trend</p> <table border="1"> <caption>Chart 1 Data: Healthy Life Expectancy in South Ayrshire (3-year average)</caption> <thead> <tr> <th>Period</th> <th>Female (years)</th> <th>Male (years)</th> </tr> </thead> <tbody> <tr> <td>2015-2017</td> <td>63.6</td> <td>62.1</td> </tr> <tr> <td>2016-2018</td> <td>63.7</td> <td>61.7</td> </tr> <tr> <td>2017-2019</td> <td>63.3</td> <td>60.0</td> </tr> <tr> <td>2018-2020</td> <td>63.7</td> <td>61.9</td> </tr> <tr> <td>2019-2021</td> <td>63.9</td> <td>57.9</td> </tr> </tbody> </table>			Period	Female (years)	Male (years)	2015-2017	63.6	62.1	2016-2018	63.7	61.7	2017-2019	63.3	60.0	2018-2020	63.7	61.9	2019-2021	63.9	57.9	<p>Healthy Life Expectancy for Females has improved over the past 2 reporting periods with a rise to 63.9 years in 2019-21. Male Healthy Life Expectancy has declined over the last reporting period and now stands at 57.9 years.</p>																		
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2015-2017	63.6	62.1																																					
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<p>Chart 2 Healthy Life Expectancy Comparisons</p> <table border="1"> <caption>Chart 2 Data: Healthy Life Expectancy at Birth 2019-21 Comparison</caption> <thead> <tr> <th>Region</th> <th>Males (years)</th> <th>Females (years)</th> </tr> </thead> <tbody> <tr> <td>Scotland</td> <td>60.4</td> <td>61.1</td> </tr> <tr> <td>Clackmannanshire</td> <td>60.0</td> <td>60.0</td> </tr> <tr> <td>Dumfries and Galloway</td> <td>62.0</td> <td>60.0</td> </tr> <tr> <td>East Ayrshire</td> <td>56.0</td> <td>60.0</td> </tr> <tr> <td>Falkirk</td> <td>60.0</td> <td>60.0</td> </tr> <tr> <td>Fife</td> <td>59.0</td> <td>54.0</td> </tr> <tr> <td>North Ayrshire</td> <td>56.0</td> <td>52.0</td> </tr> <tr> <td>Renfrewshire</td> <td>59.0</td> <td>58.0</td> </tr> <tr> <td>South Ayrshire</td> <td>57.9</td> <td>63.9</td> </tr> <tr> <td>South Lanarkshire</td> <td>60.0</td> <td>62.0</td> </tr> <tr> <td>West Lothian</td> <td>61.0</td> <td>60.0</td> </tr> </tbody> </table>			Region	Males (years)	Females (years)	Scotland	60.4	61.1	Clackmannanshire	60.0	60.0	Dumfries and Galloway	62.0	60.0	East Ayrshire	56.0	60.0	Falkirk	60.0	60.0	Fife	59.0	54.0	North Ayrshire	56.0	52.0	Renfrewshire	59.0	58.0	South Ayrshire	57.9	63.9	South Lanarkshire	60.0	62.0	West Lothian	61.0	60.0	<p>Chart 2 shows the latest South Ayrshire Figures in comparison to Scotland, the family comparator group and the other Ayrshires. South Ayrshire at 63.9 has the highest female Life Expectancy out of all Family Group and Ayrshire comparators and is higher than the national average across Scotland of 61.1.</p>
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<p>Healthy Life Expectancy for Males at 57.9 is below the national average of 60.4. South Ayrshire</p>			<p>Healthy Life Expectancy for Males at 57.9 is below the national average of 60.4. South Ayrshire</p>																																				

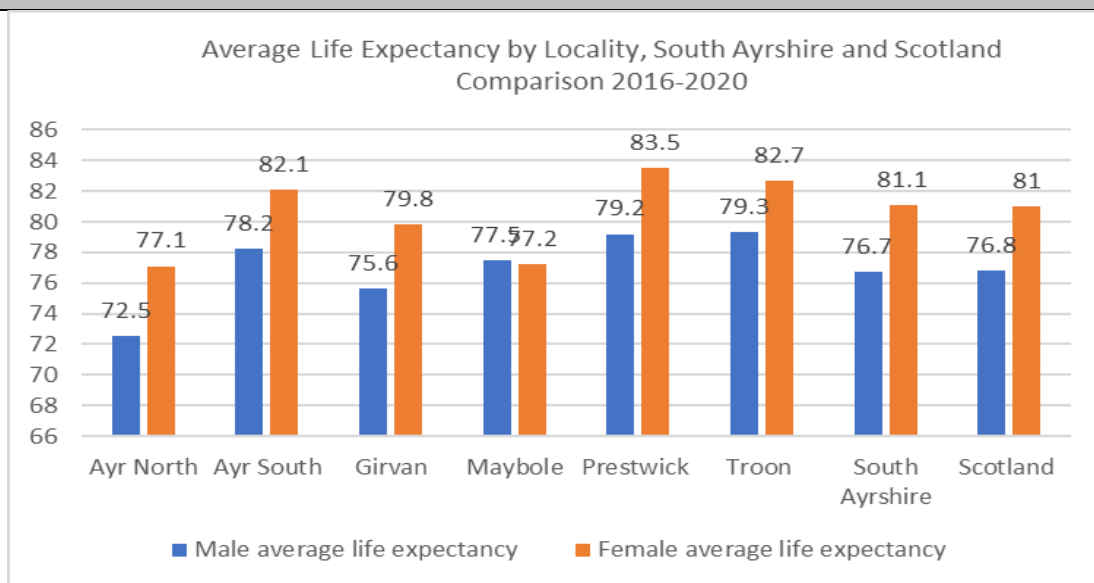
Council Name	Males	Females
Scotland	60.4	61.1
Clackmannanshire	61.2	59.6
Dumfries and Galloway	62.3	59.2
East Ayrshire	56.8	59.9
Falkirk	59.3	59.2
Fife	58.6	54.5
North Ayrshire	56.5	52.1
Renfrewshire	59.0	58.4
South Ayrshire	57.9	63.9
South Lanarkshire	60.2	62.7
West Lothian	61.5	59.5

has a higher healthy life expectancy for Males than North and East Ayrshire which are 56.5 and 56.8 respectively.

South Ayrshire has the lowest healthy life expectancy for males within the family group. Dumfries and Galloway has the highest at 62.3.

Status	Trend	Target
	 Improving – Females  Declining – Males	Increase Male Life Expectancy

Additional Information

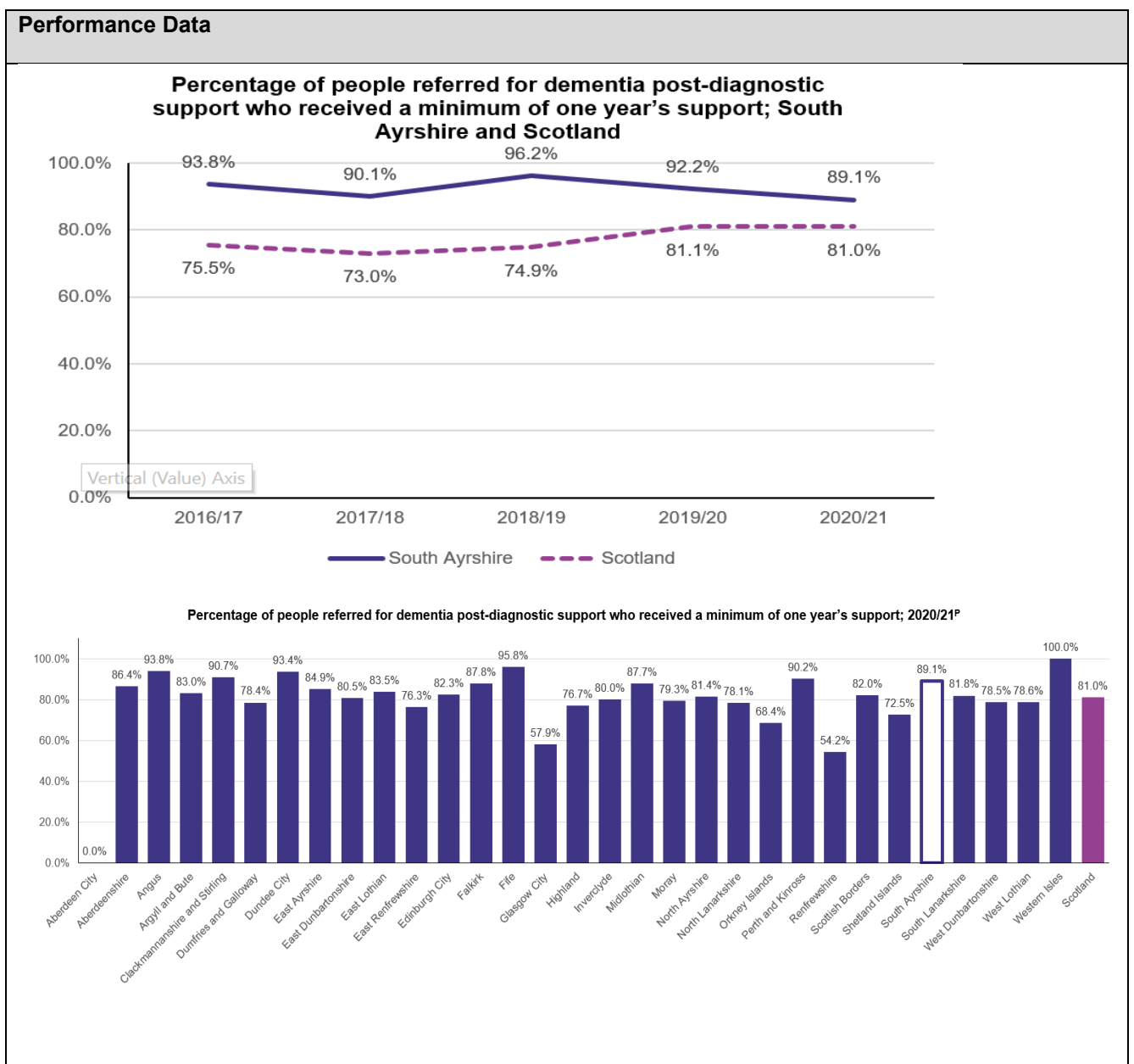


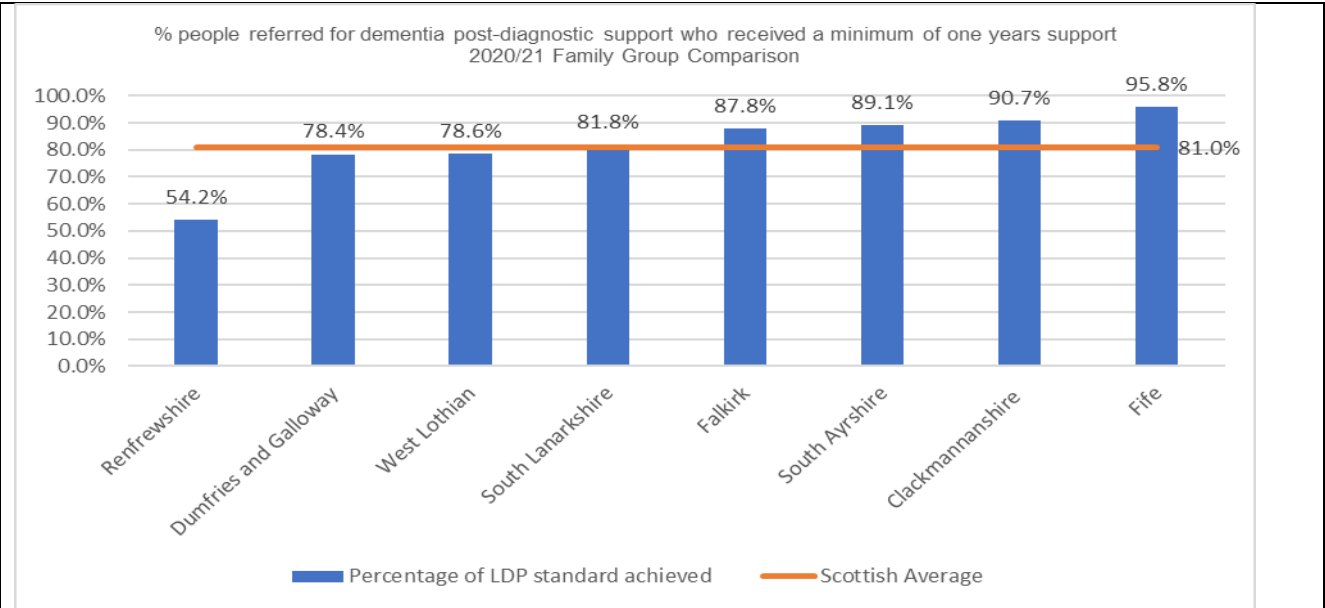
Overall Life Expectancy for Males in South Ayrshire stands at 76.7 which is only very slightly lower than the National average of 76.8. Ayr North and Former Coalfield Communities Locality have the lowest male life expectancy at 72.5. Life expectancy for Males in South Ayrshire is highest in the Troon Locality at 79.3.

Overall Life Expectancy for Females in South Ayrshire stands at 81.1 which is marginally higher than the National average of 81.0. Ayr North has the lowest female life expectancy at 77.1. Life expectancy for Females in South Ayrshire is highest in the Prestwick Locality at 83.5.

Strategic Objective 2. We nurture and are part of communities that care for each other.

Performance Measure and Description:	2.1 Percentage of people referred for post-diagnostic dementia support who received a minimum of one years support
Indicator Type:	National
Data Source:	Dementia post-diagnostic support - Local Delivery Plan Standard; Figures to 2020/21 - Dementia post-diagnostic support - Publications - Public Health Scotland
Manager Responsible:	Billy McClean, Head of Community Health and Care





Performance Analysis

South Ayrshire’s performance decreased slightly over the past year from 92.7% to 89.1%, however performance in the SAHCP has been **consistently higher** than the national average over the past 4 years. The national average for 2020/21 was 81.0% South Ayrshire performance is also higher than North Ayrshire (81.4%) and East Ayrshire (84.9%).

South Ayrshire has the 7th highest % of referrals which achieved LDP Standard in relation to this measure in Scotland. It will remain to be seen whether the pandemic episode materially affects Post Diagnostic Support figures once Public Health Scotland public more up to date years of data.

In terms of Family Group comparison South Ayrshire has the third highest % of people receiving a minimum of one years support with Fife performing highest amongst the group at 95.8%.

It also may worth noting that Covid would have had an impact on the numbers of people accepting PDS as some who were at high risk declined PDS.

We have recently began an audit measuring the quality of PDS provided and this will be available at the next report.

South Ayrshire are also one of the few areas, the only one in Ayrshire, that offer Cognitive Stimulation Therapy to those with a recent diagnosis of Dementia and these groups are facilitated in a variety of locations throughout South Ayrshire.

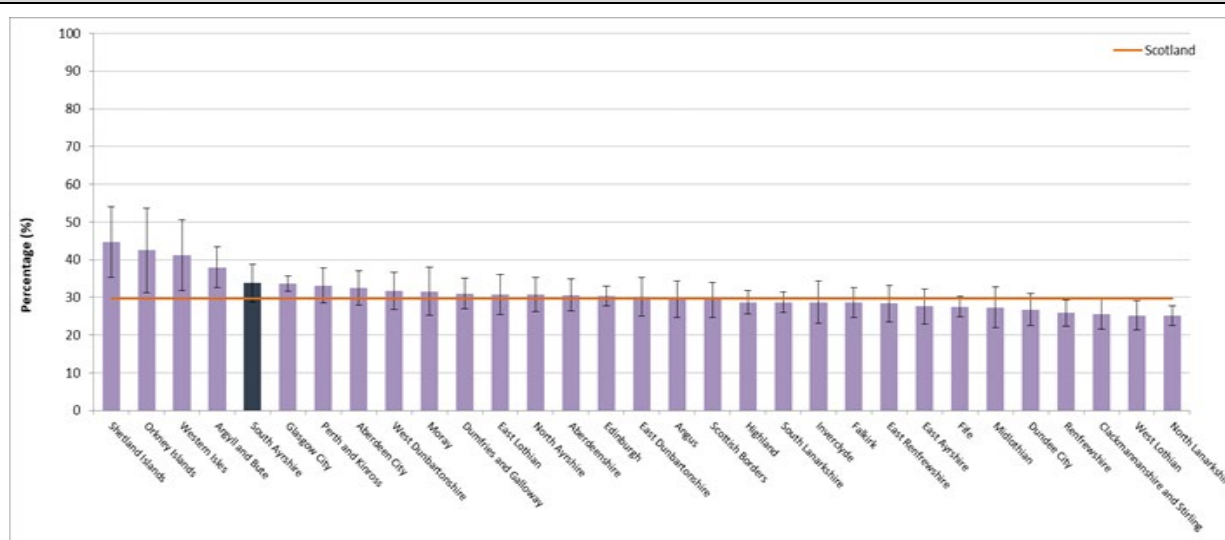
We are due to commence developing a South Ayrshire Dementia Strategy which will include PDS.

Status	Trend	Target
▲	▬	N/A

Strategic Objective 2. We nurture and are part of communities that care for each other.

Performance Measure and Description:	2.2 % of Carers who are supported to continue in their caring role.
Indicator type:	National
Data Source	Core suite of integration indicators 4 July 2023 - Core suite of integration indicators - Publications - Public Health Scotland
Manager Responsible	Billy McClean, Head of Community Health and Care

Performance Data



	2013/14	2015/16	2017/18	2019/20	2021/22
South Ayrshire	43.1%	40.8%	35.6%	37.4%	33.8%
Scotland	43.0%	40.0%	36.6%	34.3%	29.7%

Performance Analysis

The percentage of carers who report that they are supported to continue in their caring role has decreased from 37.4% in 2019/20 to 33.8% in 2021/22. Nationally performance has also decreased from 34.3% in 2019/20 to 29.7% in 2021/22. South Ayrshire has performed above the national average over the past two reporting periods and was ranked 5th highest in Scotland in 2021/22. South Ayrshire also performed the best out of all of the family group comparator partnerships.

Status	Trend	Target
	Declining	To continue to perform above the Scottish Average

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.1 Rate of ED Attendances aged 18+
Indicator Type:	National MSG
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data		
<p style="text-align: center;">Rate of ED Attendances in South Ayrshire aged 18+</p>		
Performance Analysis		
<p>Attendance rates at Accident and Emergency Departments for South Ayrshire Residents prior to COVID were higher than the National Average. Since COVID the South Ayrshire figures have been largely in line with the Scotland Rate. As at end of March 2023 when the figures were previously reported the rate for South Ayrshire was 19.4 however has risen again slightly in the past 6 months to be 21.1 as at the end of September.</p> <p>Overall there has been a 12.2% decrease in 2022/23 in the ED attendance rates across South Ayrshire.</p> <p>The South Ayrshire HSCP response to the needs of people with unscheduled care needs remains a very high priority for the IJB. The data for ED attendances and admissions shows reductions which in part reflects the significant efforts by primary care and community services to support and treat people at home.</p>		
Status	Trend	Objective versus Actual Performance
	Improving	<p>Objective for 2022/23 – 2% decrease</p> <p>Actual Performance – 12.2% decrease</p>

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.2 ED Conversion Rate
Indicator Type:	National
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data										
<p>South Ayrshire ED Conversion Rate 18+</p> <table border="1"> <caption>Key Data Points from Chart</caption> <thead> <tr> <th>Date</th> <th>Conversion Rate (%)</th> </tr> </thead> <tbody> <tr> <td>2017-07</td> <td>41.3</td> </tr> <tr> <td>2020-04</td> <td>43.5</td> </tr> <tr> <td>2023-07</td> <td>23.7</td> </tr> </tbody> </table>			Date	Conversion Rate (%)	2017-07	41.3	2020-04	43.5	2023-07	23.7
Date	Conversion Rate (%)									
2017-07	41.3									
2020-04	43.5									
2023-07	23.7									
Performance Analysis										
<p>South Ayrshire conversion rates peaked at 43.5% in May 2020 and has since reduced to 25% in March 2023. This is lower than the Scottish Average at 29%. In the past 6 months (April to September 2023) the % has decreased even further to 23.7%.</p>										
Status	Trend	MSG Target								
	Improving	N/A								

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.3 Rate of ED Admissions aged 18+
Indicator Type:	National MSG
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data		
<p>The chart displays the rate of ED admissions aged 18+ from 2017-04 to 2023-07. The y-axis represents the rate, ranging from 0 to 14. The x-axis shows quarterly intervals. Key data points are labeled: 12.3 (May 2017) and 9.1 (May 2020). The current rate in September 2023 is 5. The trend shows a general downward movement with some fluctuations.</p>		
Performance Analysis		
<p>The rate of ED admissions as at September 2023 was 5. ED admissions were at their highest in May 2017 at 12.1 and peaked again in May 2020 at 9.1. Since then ED admissions have showed a general downward trend and have been below the rate of 6 consistently since October 2021.</p>		
Status	Trend	MSG Target
	Improving	N/A

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.4 Rate of Acute Bed Days for 18+
Indicator Type:	National MSG
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data														
<table border="1"> <caption>South Ayrshire Rate of Acute Bed Days 18+ (Key Data Points)</caption> <thead> <tr> <th>Date</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2017-04</td> <td>105</td> </tr> <tr> <td>2018-01</td> <td>128.5</td> </tr> <tr> <td>2020-04</td> <td>68</td> </tr> <tr> <td>2023-01</td> <td>129.7</td> </tr> <tr> <td>2023-08</td> <td>100.8</td> </tr> </tbody> </table>			Date	Rate	2017-04	105	2018-01	128.5	2020-04	68	2023-01	129.7	2023-08	100.8
Date	Rate													
2017-04	105													
2018-01	128.5													
2020-04	68													
2023-01	129.7													
2023-08	100.8													
Performance Analysis														
<p>The rate of Acute Bed Days in South Ayrshire peaked at 128.5 in January 2018. Acute Bed days dropped significantly during the COVID period and then gradually rose to peak again in January 2023 at 129.7. The trend since then has been a decrease in bed days to 100.8 in August 2023.</p>														
Status	Trend	MSG Target												
	Improving	N/A												

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.5 Readmissions to an acute hospital within 28 days of discharge
Indicator Type:	National MSG
Data Source:	Core suite of integration indicators 4 July 2023 - Core suite of integration indicators - Publications - Public Health Scotland
Manager Responsible:	Billy McClean, Head of Community Health and Care



Performance Analysis

Readmissions to an Acute Hospital within 28 days of discharge reduced from a peak of 128 in 2020/21 to 101 in 2022. The average across Scotland also reduced from 120 to 102. South Ayrshire now has a lower than national average rate of readmissions at 101 in SA compared to 102 in Scotland. This is the lowest rate in South Ayrshire since reporting began against this measure. South Ayrshire sits 4th out of the 8 family group comparators.

It should be noted that South Ayrshire has a very high proportion of Older People and a high dependency ratio which will have an impact on admissions to hospital due to the large numbers of people living with frailty, therefore the improvement against this measure should be highlighted a success.

Status	Trend	MSG Target
	 Improving	N/A

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.6 Rate of Delayed Discharges 18+
Indicator Type:	National MSG
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data										
<p style="text-align: center;">South Ayrshire Rate of Delayed Discharges aged 18+</p> <table border="1"> <caption>Key Data Points from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>2017-04</td> <td>12.1</td> </tr> <tr> <td>2022-10</td> <td>50.7</td> </tr> <tr> <td>2023-07</td> <td>33.1</td> </tr> </tbody> </table>			Quarter	Rate (%)	2017-04	12.1	2022-10	50.7	2023-07	33.1
Quarter	Rate (%)									
2017-04	12.1									
2022-10	50.7									
2023-07	33.1									
Performance Analysis										
<p>The rate of delayed discharges aged 18+ rose markedly during the autumn and winter of 2022. The numbers peaked at a rate of 50.7 in December 2022 when there were 152 patients delayed. There was a reduction between January and March 2023 when the figures reduced to 31.1. After a further peak in July to 42.1 the rate then reduced to 33.1 in September 2023.</p> <p>The rise in the numbers of delayed transfers of care is largely due to workforce and recruitment issues within the care at home sector during this period. A number of workstreams and initiatives have been established to address these issues including:</p> <ul style="list-style-type: none"> - Recruitment. A dedicated recruitment officer specifically for care at home. - Demand and Capacity. Contracted a Business Intelligence analyst to support the work of the partnership to understand demand, capacity and queue. - Racecourse Road Intermediate Care Unit The unit offers an intensive period of reablement with a view to reducing the demand on mainstream care at home services on discharge. 										
Status	Trend	Objective versus Actual Performance								
	Improving	Objective – Reduce growth to 25% Actual Performance -115% increase (2022/23)								

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.7 Delayed Discharge of more than 2 weeks
Indicator Type:	National MSG
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data																												
<table border="1"> <caption>Delayed Transfers of Care of over 2 weeks January 2023 to December 2023</caption> <thead> <tr> <th>Month</th> <th>Number of Transfers</th> </tr> </thead> <tbody> <tr><td>11-Jan-23</td><td>106</td></tr> <tr><td>11-Feb-23</td><td>85</td></tr> <tr><td>11-Mar-23</td><td>98</td></tr> <tr><td>11-Apr-23</td><td>68</td></tr> <tr><td>11-May-23</td><td>65</td></tr> <tr><td>11-Jun-23</td><td>75</td></tr> <tr><td>11-Jul-23</td><td>88</td></tr> <tr><td>11-Aug-23</td><td>85</td></tr> <tr><td>11-Sep-23</td><td>62</td></tr> <tr><td>11-Oct-23</td><td>68</td></tr> <tr><td>11-Nov-23</td><td>48</td></tr> <tr><td>11-Dec-23</td><td>59</td></tr> </tbody> </table>			Month	Number of Transfers	11-Jan-23	106	11-Feb-23	85	11-Mar-23	98	11-Apr-23	68	11-May-23	65	11-Jun-23	75	11-Jul-23	88	11-Aug-23	85	11-Sep-23	62	11-Oct-23	68	11-Nov-23	48	11-Dec-23	59
Month	Number of Transfers																											
11-Jan-23	106																											
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11-Mar-23	98																											
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11-Nov-23	48																											
11-Dec-23	59																											
Performance Analysis																												
<p>The number of delayed transfers of care by over two weeks has shown a general decrease during 2023 with a reduction from 106 in January 2023 to 59 in December 2023. The senior team within South Ayrshire meet weekly to focus on those patients delayed for over 10 days as the operational teams work to identify actions to ascertain capacity across the system. The system remains challenged due to the factors outlined at 2.1 above. Further analysis of local more recent data demonstrates some improvement with the Average length of stay (Mean) reducing from 7.2 weeks in January to 6 weeks in January 2024. The median has also reduced from 5.3 weeks to 2 weeks.</p>																												
Status	Trend	MSG Target																										
	Improving	N/A																										

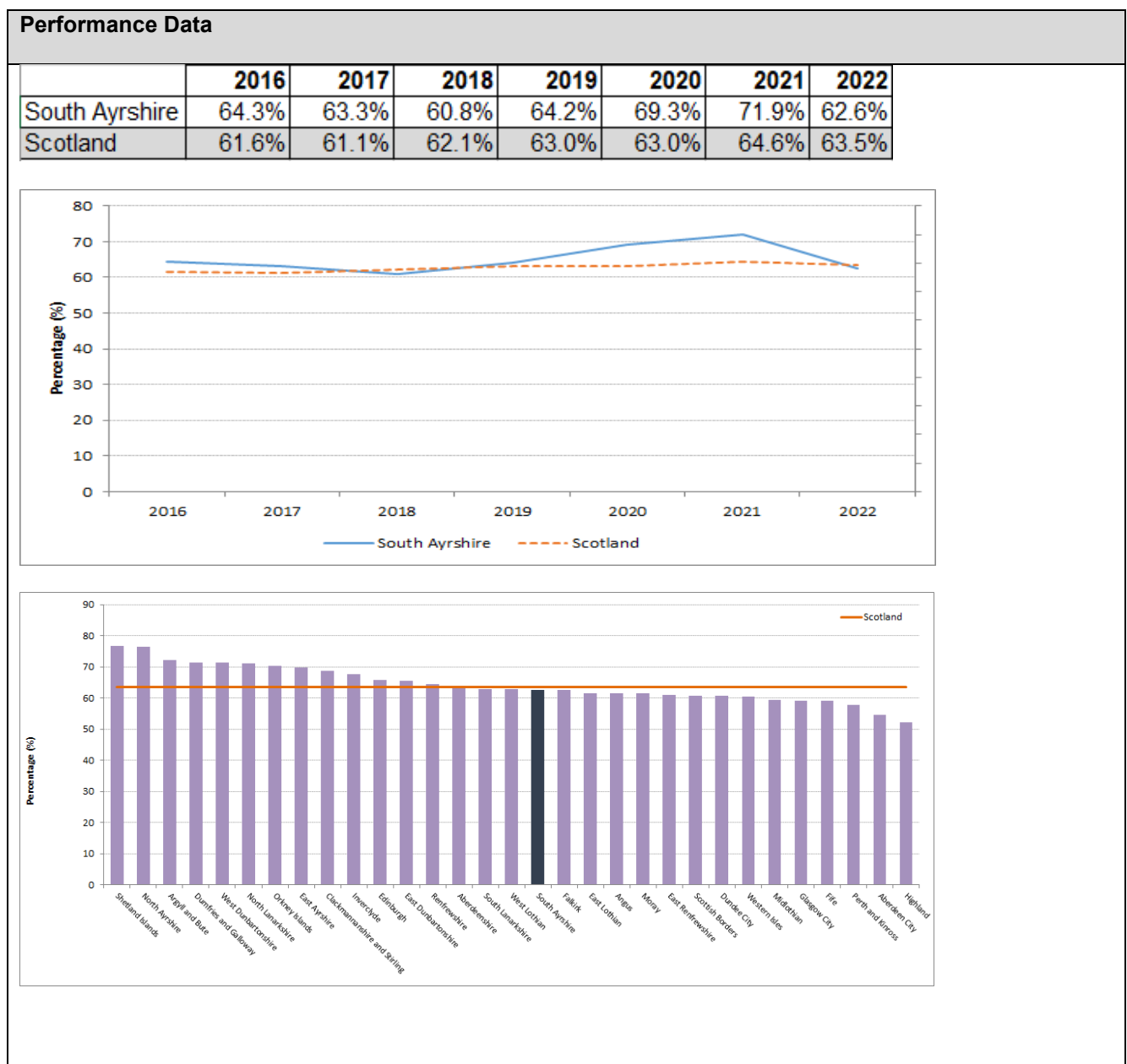
Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.8 Rate of Mental Health Bed days aged 18+
Indicator Type:	National MSG
Data Source:	Scottish Government Ministerial Strategic Group Integration Performance Measures
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data																																																								
<p style="text-align: center;">Rate of Mental Health Bed Days aged 18+</p> <table border="1"> <caption>Rate of Mental Health Bed Days aged 18+ (Estimated Data)</caption> <thead> <tr> <th>Date</th> <th>Rate</th> </tr> </thead> <tbody> <tr><td>2017-04</td><td>29.5</td></tr> <tr><td>2017-07</td><td>30.5</td></tr> <tr><td>2017-10</td><td>31.9</td></tr> <tr><td>2018-01</td><td>27.5</td></tr> <tr><td>2018-04</td><td>31.5</td></tr> <tr><td>2018-07</td><td>26.5</td></tr> <tr><td>2018-10</td><td>24.5</td></tr> <tr><td>2019-01</td><td>25.5</td></tr> <tr><td>2019-04</td><td>24.5</td></tr> <tr><td>2019-07</td><td>25.5</td></tr> <tr><td>2019-10</td><td>23.5</td></tr> <tr><td>2020-01</td><td>21.5</td></tr> <tr><td>2020-04</td><td>18.5</td></tr> <tr><td>2020-07</td><td>17.5</td></tr> <tr><td>2020-10</td><td>14.5</td></tr> <tr><td>2021-01</td><td>13.5</td></tr> <tr><td>2021-04</td><td>12.5</td></tr> <tr><td>2021-07</td><td>13.5</td></tr> <tr><td>2021-10</td><td>16.5</td></tr> <tr><td>2022-01</td><td>14.5</td></tr> <tr><td>2022-04</td><td>15.5</td></tr> <tr><td>2022-07</td><td>13.5</td></tr> <tr><td>2022-10</td><td>14.5</td></tr> <tr><td>2023-01</td><td>16.5</td></tr> <tr><td>2023-04</td><td>14.5</td></tr> <tr><td>2023-07</td><td>12.4</td></tr> </tbody> </table>			Date	Rate	2017-04	29.5	2017-07	30.5	2017-10	31.9	2018-01	27.5	2018-04	31.5	2018-07	26.5	2018-10	24.5	2019-01	25.5	2019-04	24.5	2019-07	25.5	2019-10	23.5	2020-01	21.5	2020-04	18.5	2020-07	17.5	2020-10	14.5	2021-01	13.5	2021-04	12.5	2021-07	13.5	2021-10	16.5	2022-01	14.5	2022-04	15.5	2022-07	13.5	2022-10	14.5	2023-01	16.5	2023-04	14.5	2023-07	12.4
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Performance Analysis																																																								
<p>The rate of occupied Mental Health Bed Days has significantly reduced from a peak of 31.9 in December 2017 to a low of 12.4 in August 2023.</p>																																																								
Status	Trend	MSG Target																																																						
	Improving	19% decrease																																																						



Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.9 Adults with Intensive Care Need receiving Care At Home
Indicator Type:	National
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care



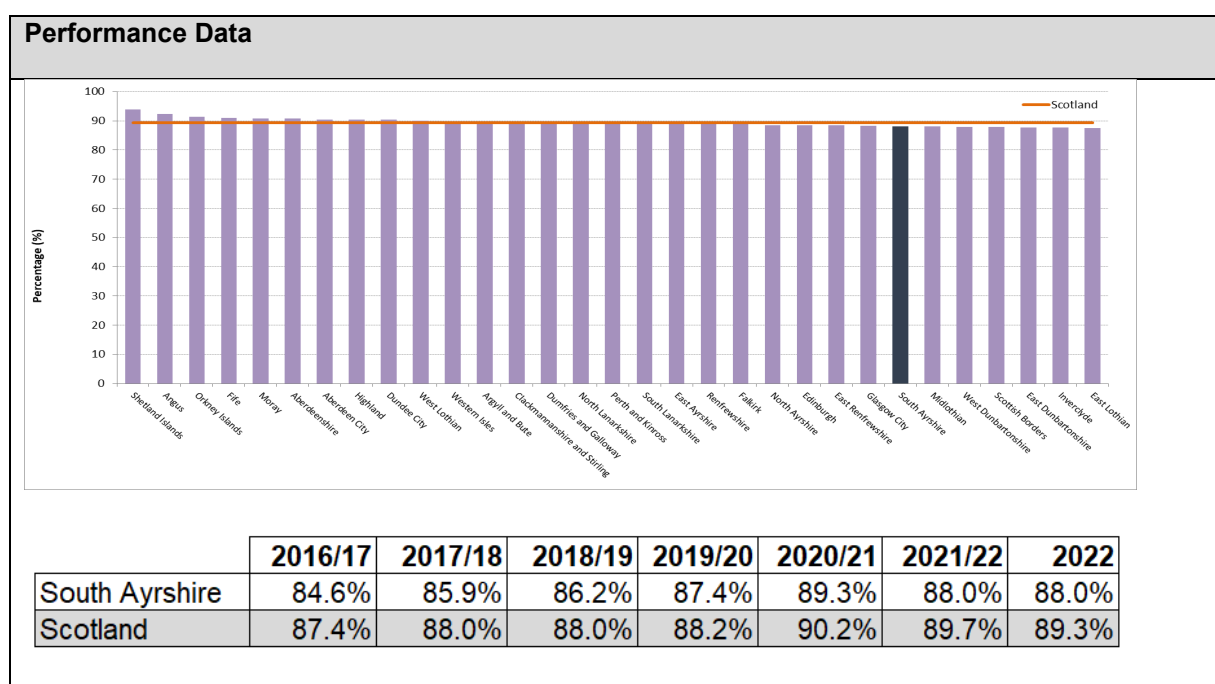
Performance Analysis

The percentage of service users with intensive care needs receiving care at home reduced from 71.9% in 2021 to 62.6% in 2022. Prior to this South Ayrshire historically had a higher % of service users receiving care at home than the National Average. During this period the provision of private care at home reduced by 20% hence the decrease.

Status	Trend	Target
		N/A

Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.10 Proportion of last 6 months of life spent at home or in a community setting.
Link to Strategic Objectives:	We work together to give you the right care in the right place
Indicator Type:	National
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care



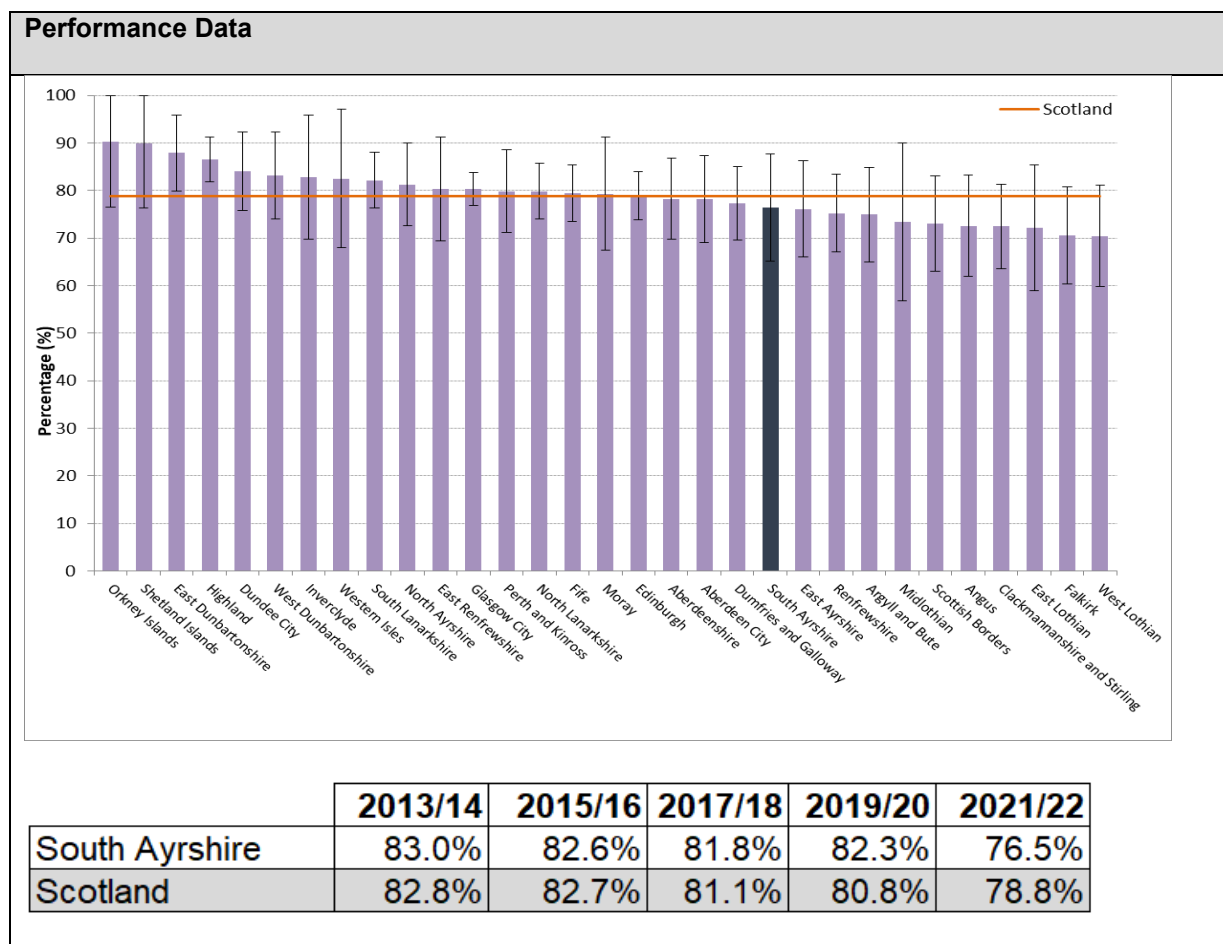
Performance Analysis

Performance in South Ayrshire is slightly lower than the National average at 88.0% and 89.3% respectively. Performance in South Ayrshire has been level over the past 2 years at 88.0%.

Status	Trend	Target
▲	▬	N/A



Strategic Objective 3. We work together to give you the right care in the right place.

Performance Measure and Description:	3.11 Percentage of adults who responded that they either strongly agreed or agreed that they are supported to live as independently as possible.
Link to Strategic Objectives:	We work together to give you the right care in the right place
Indicator Type:	National
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care



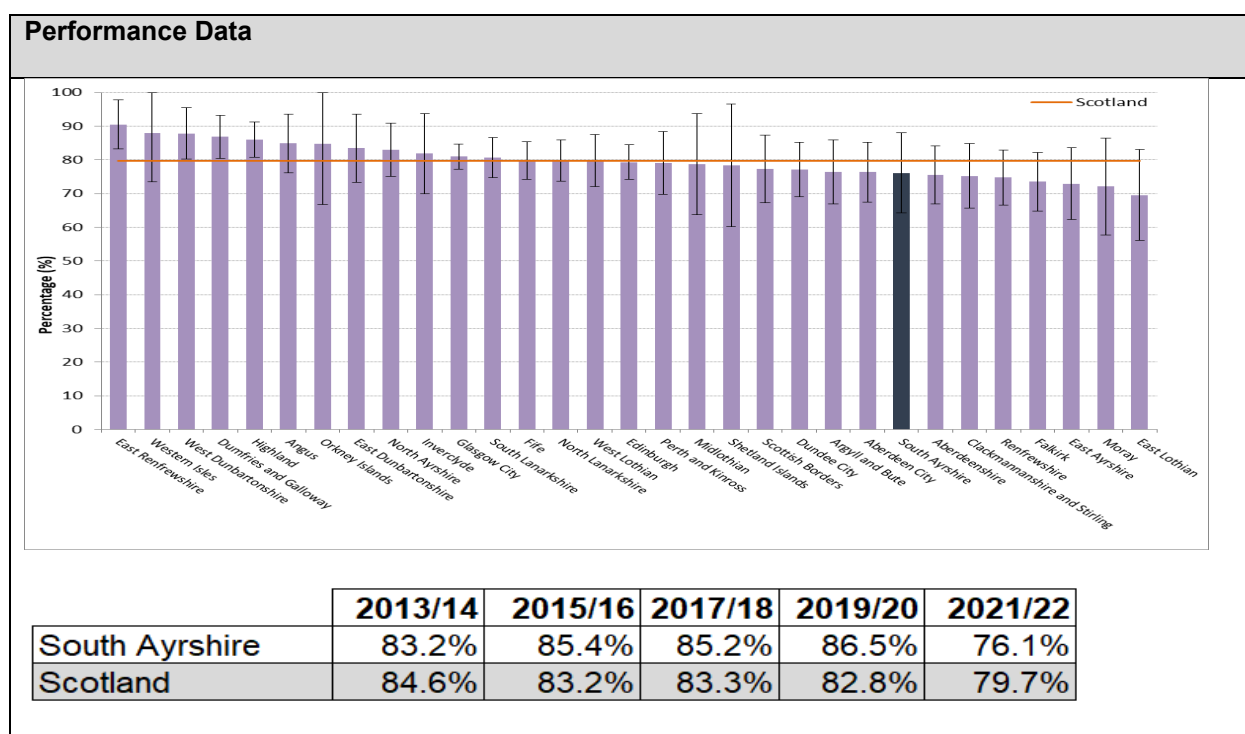
Performance Analysis

The percentage of adults who responded that they agreed they are supported to live as independently as possible reduced from 82.3% in 2019/20 to 76.5% in 2021/22. There was also a national reduction from 80.8% to 78.8%. South Ayrshire performance sat mid point in terms of the family group performance.

Status	Trend	Target
	 Declining	N/A



Strategic Objective 4. We build communities where people are safe.

Performance Measure and Description:	4.1 Percentage of adults supported at home who either strongly agreed or agreed that they felt safe.
Indicator Type:	National
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care



Performance Analysis

The percentage of adults supported at home who agreed they felt safe reduced from 86.5% during 2019/20 to 76.1% during 2021/22. There was also a decrease at a national level. Part of the overall reduction can be attributed to the COVID period whereby the majority of the population was experiencing high levels of anxiety and not feeling particularly safe.

Status	Trend	Target
	 Declining	N/A

Strategic Objective 5. We are an ambitious and effective partnership.

Performance Measure and Description:	5.1 Joint Inspection Report Gradings (Care Inspectorate).
Indicator Type:	National (NEW MEASURE)
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data					
	JOINT INSPECTION FOR ADULT SERVICES (Gradings from most recent Inspection)				
	1. Key Performance Outcomes	2. Experience of people who use our services	5.Delivery of Key Processes	6. Strategic planning, policy, quality and improvement	9. Leadership and direction
Clackmannanshire and Stirling	Good	N/A	N/A	Adequate	<i>Not subject to evaluation</i>
Dumfries and Galloway	Adequate	Adequate	Adequate	Adequate	Adequate
Falkirk	Good	Good	Adequate	Adequate	Adequate
Fife	Good	Good	Adequate	Good	Good
Renfrewshire	Good	N/A	N/A	Good	<i>Not subject to evaluation</i>
South Ayrshire	Good	Good	Good	Good	Good
South Lanarkshire	Adequate	Adequate	Good	Adequate	Adequate
West Lothian	Good	N/A	N/A	Adequate	Adequate
	N/A =Not Assessed				

Performance Analysis
<p>South Ayrshire performed the highest in terms of gradings from Joint Inspections for Adult Services amongst the Family Group with all areas being allocated good gradings.</p> <p>The South Ayrshire Joint Inspection Report was positive and highlighted a large number of strengths. The report concluded that:</p> <ul style="list-style-type: none"> • Most people in South Ayrshire experience positive outcomes • Services work well together with particular strengths around prevention and early intervention. • Leaders exhibited clarity of purpose and a genuine commitment to deliver improvement. <p>The seven areas for improvement identified will enable Adult Services to build on solid foundations and move from good to very good/excellent. The areas for improvement had already been identified through internal self-evaluation and actions were already being progressed.</p> <p>Of the six actions identified:</p> <ul style="list-style-type: none"> • One is complete • Five are in progress.

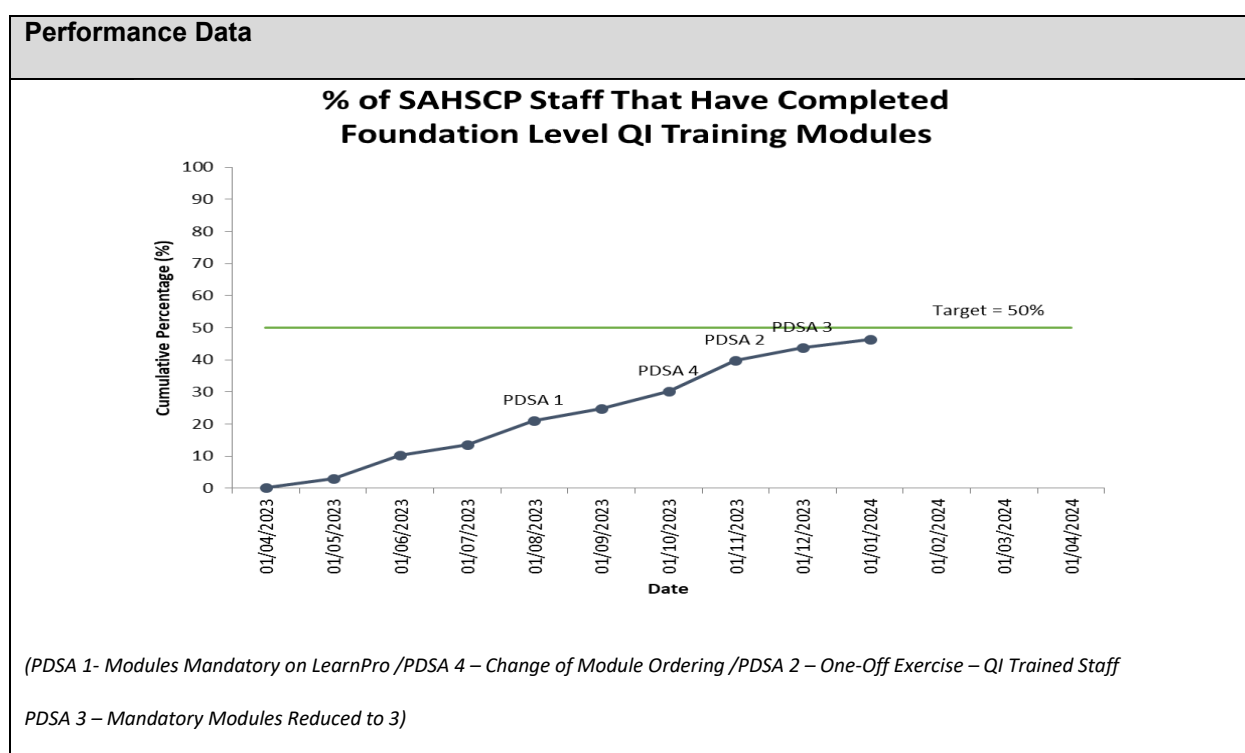
There were no risks identified.

The improvement action plan will be monitored through Community Health and Care Governance Group and the Health and Care Governance Committee.

Status	Trend	Target
		Ambition to continue to improve on these grades.

Strategic Objective 5. We are an ambitious and effective partnership.

Performance Measure and Description:	5.2 No. of staff who have undertaken Quality Improvement Modules and AAIFS (Ayrshire & Arran Improvement Fundamental Science) Training.
Indicator Type:	Local (NEW MEASURE)
Data Source:	Turas and LearnPro
Manager Responsible:	Billy McClean, Head of Community Health and Care



Performance Analysis
<u>Quality Management and Quality Improvement Frameworks.</u>
The QI Delivery Group is making good progress on delivering against the Framework for Quality Improvement:
Foundation
As at 31 st December completion compliance for the Partnership had risen to 46% against a target of 50% by April 2024. When broken down to employing organisations, 54% of staff on SAC contracts had completed their training and 37% of staff on NHS contracts had completed.



QI Lead Level

Within SAHSCP's Framework for Improvement, we have set a target to increase the number of staff trained to 'Lead Level' to 45 by 30th June 2025 using national training such as the Scottish Improvement Leader (ScIL) and Scottish Coaching and Leading for Improvement (ScLIP) training offered by NES. In 2023 we were successful in securing places for 4 staff on Cohort 45 of ScIL bringing us to 11 staff trained to Lead Level within the HSCP. We will be reviewing the target set for Lead Level when the Framework for Improvement is updated early in 2024 as our learning over the last 12 months has shown that the availability of spaces on national level training is limited and we will therefore either require to reduce the target we have set, or identify a different training solution for Lead Level.

Practitioner AAIFS

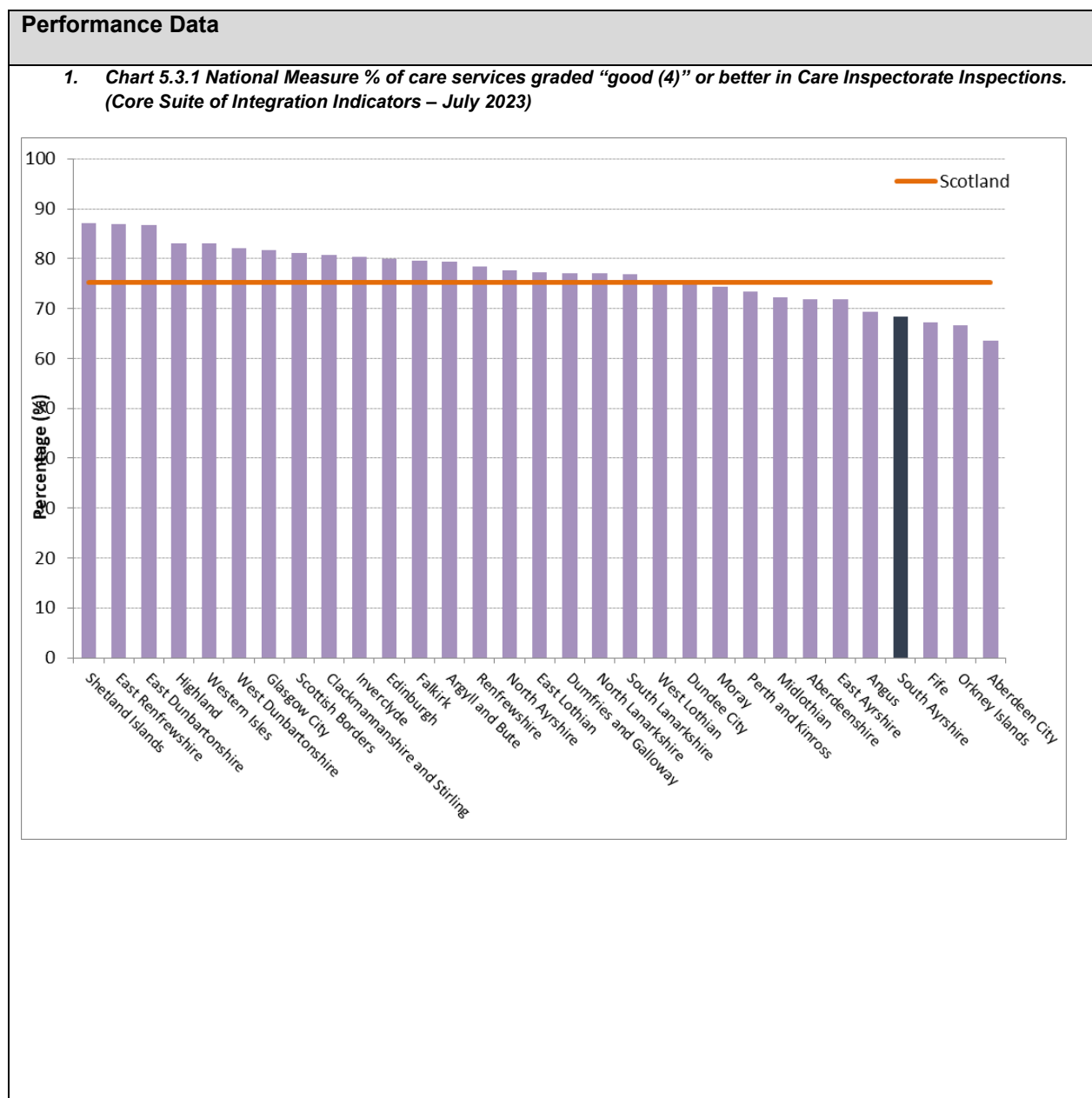
Within SAHSCP's Framework for Improvement, we have set a target to increase the number of staff trained to 'Practitioner Level' to 200 by 30th November 2025 using the Ayrshire & Arran Improvement Fundamental Science (AAIFS) training. As at the 31st December 2024, 73 people had successfully completed training to Practitioner Level over 6 Cohorts. (37% based on 73 completing out of 200)

In 2024, a further 3 cohorts will be run, each with 20 staff from SAHSCP. The first Cohort of 20 is in progress and is due to complete in March 2024; and another 2 cohorts are planned for later in the year which should see another 40 staff trained to Practitioner Level.

Status	Trend	Target
	 Improving	50% (April 2024)

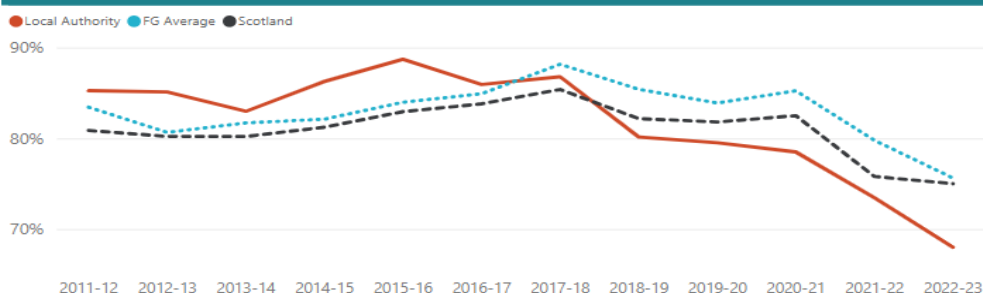
Strategic Objective 5. We are an ambitious and effective partnership.

Performance Measure and Description:	5.3 Proportion of care services graded “good” (4) or better in Care Inspectorate Inspections.
Indicator Type:	National (NEW MEASURE)
Data Source:	Care Inspectorate Website Core suite of integration indicators 4 July 2023 - Core suite of integration indicators - Publications - Public Health Scotland Explore the data Benchmarking (improvementservice.org.uk)
Manager Responsible:	Billy McClean, Head of Community Health and Care



2. Chart 5.3.2 Local Government Benchmarking Framework

SW07 - Proportion of adult care services graded good or better



SW07 - Proportion of adult care services graded good or better

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Local Authority	85.3%	85.1%	83.0%	86.3%	88.7%	85.9%	86.8%	80.1%	79.5%	78.5%	73.5%	68.0%
FG Average	83.4%	80.7%	81.7%	82.1%	84.0%	84.9%	88.2%	85.4%	83.9%	85.2%	79.8%	75.6%
Scotland	80.9%	80.2%	80.2%	81.2%	82.9%	83.8%	85.4%	82.2%	81.8%	82.5%	75.8%	75.0%

2022-23

Clackmannanshire	82.0%
Dumfries & Galloway	77.0%
Falkirk	80.0%
Fife	67.0%
Renfrewshire	78.0%
South Ayrshire	68.0%
South Lanarkshire	77.0%
West Lothian	76.0%

The family group average for 2022-23 was 75.6%. South Ayrshire had the second lowest performance in the group with Fife having the lowest and Clackmannanshire having the highest.



Performance Analysis

1. % of care services graded good or better in Care Inspectorate

The national measure reported in **Chart 5.3.1** covers all registered services operating in South Ayrshire including those operated by the Health and Social Care Partnership and those commissioned from the Independent Sector. In 2023 South Ayrshire was ranked 29th out of all partnerships in terms of performance. Shetland Islands and East Renfrewshire were ranked 1st and Aberdeen City ranked 32nd. North Ayrshire was ranked 15th and East Ayrshire ranked 25th.

2. Local Government Benchmarking Framework Family Group Comparison

This measure has continued to deteriorate over the last 5 yrs in line with the Scottish and benchmarking average. Despite a new Head of Policy Planning and Performance having been appointed and the Commissioning team having expanded and refocused with a number of services being recommissioned during 2021-22 with a focus on quality the proportion of services rated as good has continued to fall. This is in part due to the workforce challenges in recruiting and retaining staff across the care sector. We continue to work with the independent sector to drive improvements in quality.

Status	Trend	Target
	 Declining	To be in line with the National Average

Additional Information

3. South Ayrshire Health and Social Care Partnership Registered Services

The services below are managed directly by the South Ayrshire Health and Social Care Partnership. The tables below show the inspection gradings for the most recent inspections carried out by the Care Inspectorate. 100% of assigned gradings were “4 – good “or above.

Service Name	Date of Inspection Grades	How well we do Supporting people Wellbeing	How Good is our leadership	How good is our staff team	How good is our setting	How well is care and support planned
Chalmers Road	17/01/2023	5 - Very Good	4 - Good	N/A	N/A	N/A
Hillcrest	14/09/2023	5 - Very Good	5 - Very Good	N/A	N/A	N/A
South Lodge	28/07/2023	4 - Good	4 - Good	N/A	N/A	N/A
South Ayrshire Care at Home	13/10/2023	5 - Very Good	5 - Very Good	5 - Very Good	N/A	5 - Very Good
Arran View	09/06/2023	4-Good	5 - Very Good	N/A	N/A	N/A
Nursery Court	03/03/2023	5 - Very Good	5 - Very Good	N/A	N/A	N/A
SA Integrated Reablement Service	03/11/2023	5 - Very Good	5 - Very Good	5 - Very Good	N/A	5 - Very Good

Service Name	Date of Inspection Grades	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
Overmills Day Care	17/04/2019	5 - Very Good	5 - Very Good	5 - Very Good	5 - Very Good
Girvan Opportunities	24/04/2017	6- Excellent	N/A	5 - Very Good	N/A

**N/A = Not Assessed*

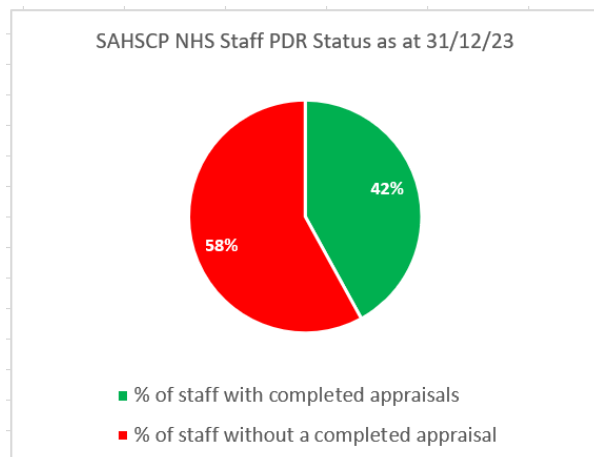
Strategic Objective 5. We are an ambitious and effective partnership.

Performance Measure and Description:	5.4 % of staff with completed Annual PDR's.
Indicator Type:	Local (NEW MEASURE)
Data Source:	COAST (SAC)/ TURAS (NHS)
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data

PLEASE NOTE: DATA QUALITY BEING CHECKED. CURRENTLY SHOWING AS 20%

Service Area	Total Number of Employees	Number with a current PDR/ awaiting approval	Number without a current PDR	Percentage Completion
Learning Disability and Sensory Impairment	57	8	49	14%
People Mental Health and Wellbeing	12	3	9	25%
People in Central Locality	6	1	5	17%
People in North Locality	5	0	5	0%
People in South Locality	5	1	4	20%
Registered Services - Immediate Care and Reablement	6	2	4	33%
Registered Services	596	121	475	20%
Other	18	3	15	17%
Totals	705	139	566	20%



Performance Analysis

Please Note: The data quality for the Council Employed SAHSCP staff is being checked for accuracy as the system doesn't appear to be capturing the full staffing quota and performance is currently showing as only 20% completion.

As at 31st December there were 504 NHS staff employed by Community Health and Care Services of which 211 (42%) had completed appraisals.

Status	Trend	Target
DATA UNDER DEVELOPMENT	DATA UNDER DEVELOPMENT	DATA UNDER DEVELOPMENT

Strategic Objective 5. We are an ambitious and effective partnership.

Performance Measure and Description:	5.5 Absence Rates across Community Health and Care.
Indicator Type:	Local (NEW MEASURE)
Data Source:	HR Absence Records
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data

Chart 5.5.1 SACHSP Council Employed Staff Absence Rates

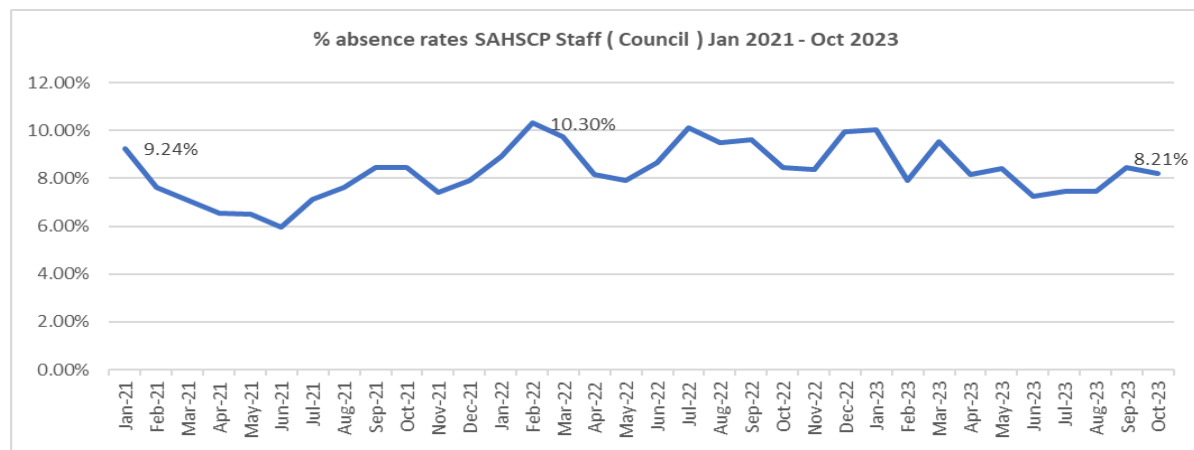
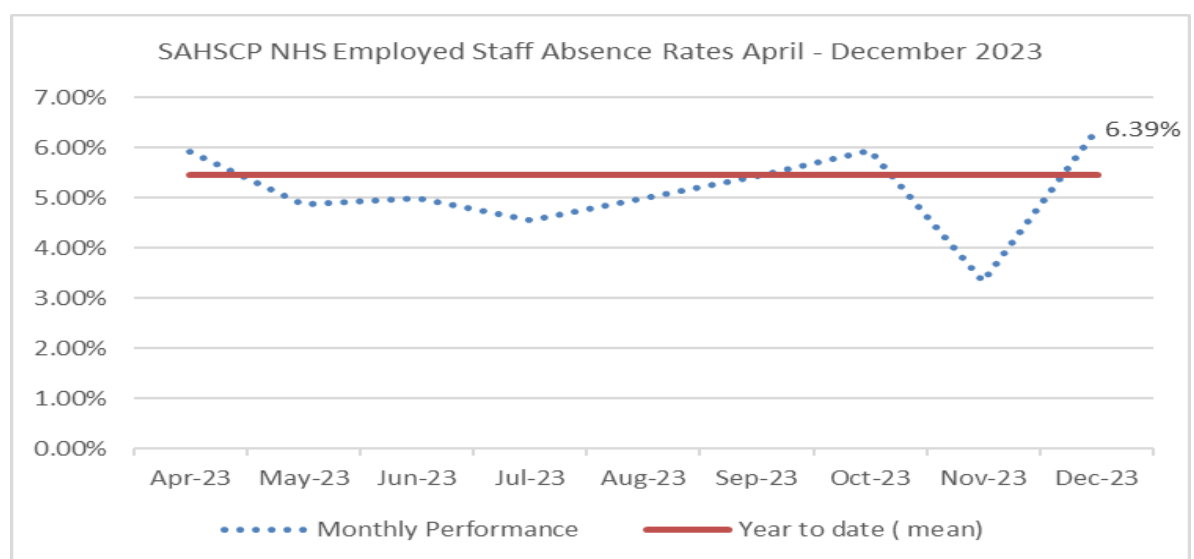


Chart 5.5.2 SACHSP NHS Employed Staff Absence Rates



Performance Analysis

Absence Rates for Council employed SA HSCP staff stand at 8.2% as at October 2023. They peaked at 10.3% in February 2022 and have averaged at 8 % between April 2023 and October 2023.

Absence Rates for NHS employed SA HSCP staff stand at 6.39% as at end December 2023. The average performance between April 2023 and December 2023 was 5.5%.

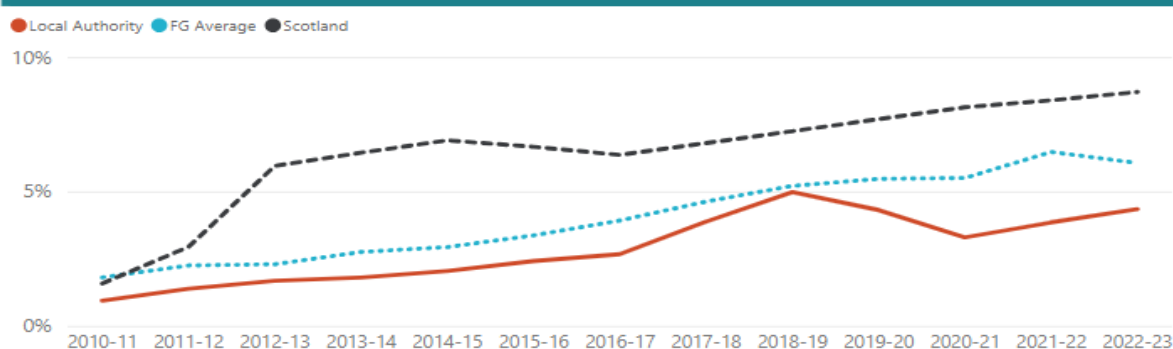
Status	Trend	Target
	 Improving	4.5%

Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.1 SDS (DP + MPB) spend on adults as a % of total adult social work spend
Indicator Type:	National
Data Source:	Local Government Benchmarking Framework/ Care Inspectorate
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data

SW02 - SDS (DP + MPB) spend on adults as a % of total adult social work spend



SW02 - SDS (DP + MPB) spend on adults as a % of total adult social work spend

	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Local Authority	0.9%	1.4%	1.7%	1.8%	2.0%	2.4%	2.7%	3.9%	5.0%	4.3%	3.3%	3.9%	4.3%
FG Average	1.8%	2.2%	2.3%	2.7%	2.9%	3.4%	3.9%	4.6%	5.2%	5.5%	5.5%	6.5%	6.1%
Scotland	1.6%	2.9%	6.0%	6.4%	6.9%	6.7%	6.4%	6.8%	7.2%	7.7%	8.1%	8.4%	8.7%

	% Change	
	Since base year	Since previous year
Local Authority	3.4%	0.5%
FG Average	4.3%	-0.4%
Scotland	7.1%	0.3%

Performance Analysis

Performance has improved between 2021/22 and 2022/23 with an increase 3.9% to 4.3% in terms of SDS spend on adults as a percentage of total adult social work spend. However South Ayrshires performance is still below both the Family Group Average and the National average at 6.1% and 8.7% respectively.

In line with the South Ayrshire Health and Social Care Partnership SDS Improvement plan, work has focussed on development of SDS knowledge and awareness, practice, systems and processes.

This has included the development of a new public facing web page, supplemented advertisement on social media and printed leaflets with QR code links, all of which aim to raise awareness and knowledge of SDS, who it is available to and how to be assessed for this.

In response to the SDS Staff Survey, there has been a focus on practitioner support to develop working knowledge around SDS. A new e-learning module is on COAST and has over 450 staff completions to date. There is a range of practitioner tools available in order to ensure that staff are well informed and knowledgeable, confident in their ability to have meaningful and informative conversations about SDS with individuals seeking support.

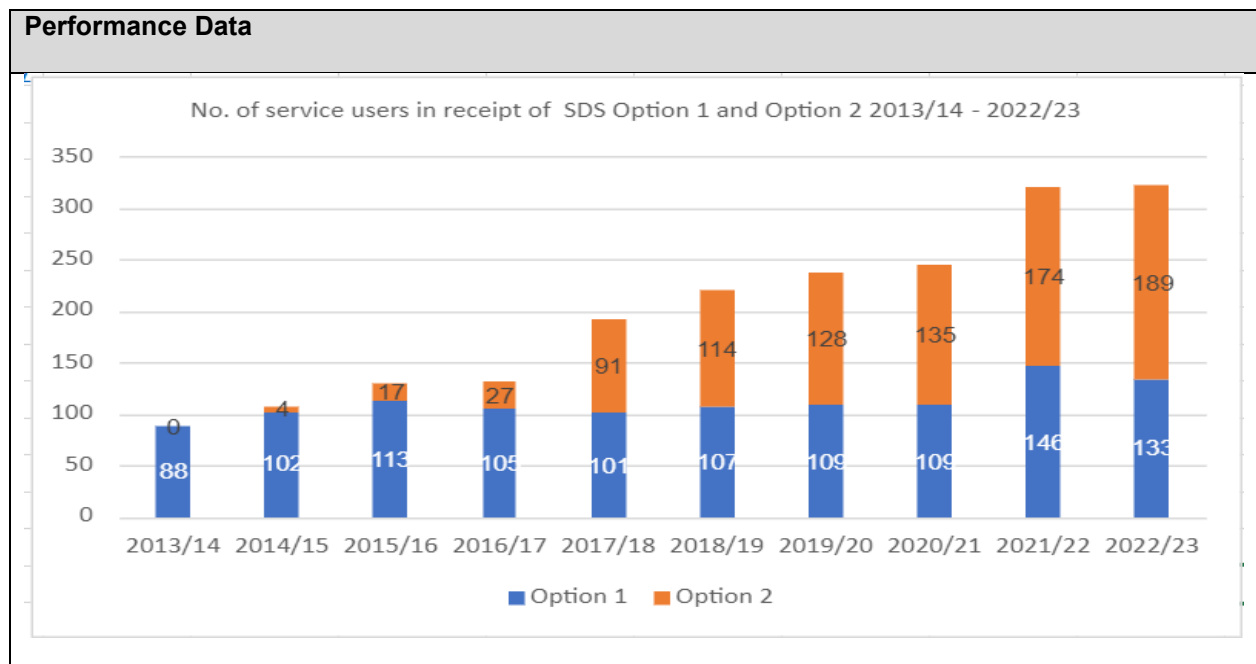
There is also an SDS Mailbox available to both the public and to staff for enquiries, information and signposting to area teams for example. There is also access to the SDS Lead officer as a point of contact for support, guidance and advice for staff.

The aim of all of the above improvements is to develop and increase the uptake of SDS throughout South Ayrshire.

Status	Trend	Target
	 Improving	N/A



Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.2 No. of people in receipt of SDS options 1 and 2.
Indicator Type:	National
Data Source:	Carefirst/ Finance Records
Manager Responsible:	Billy McClean, Head of Community Health and Care



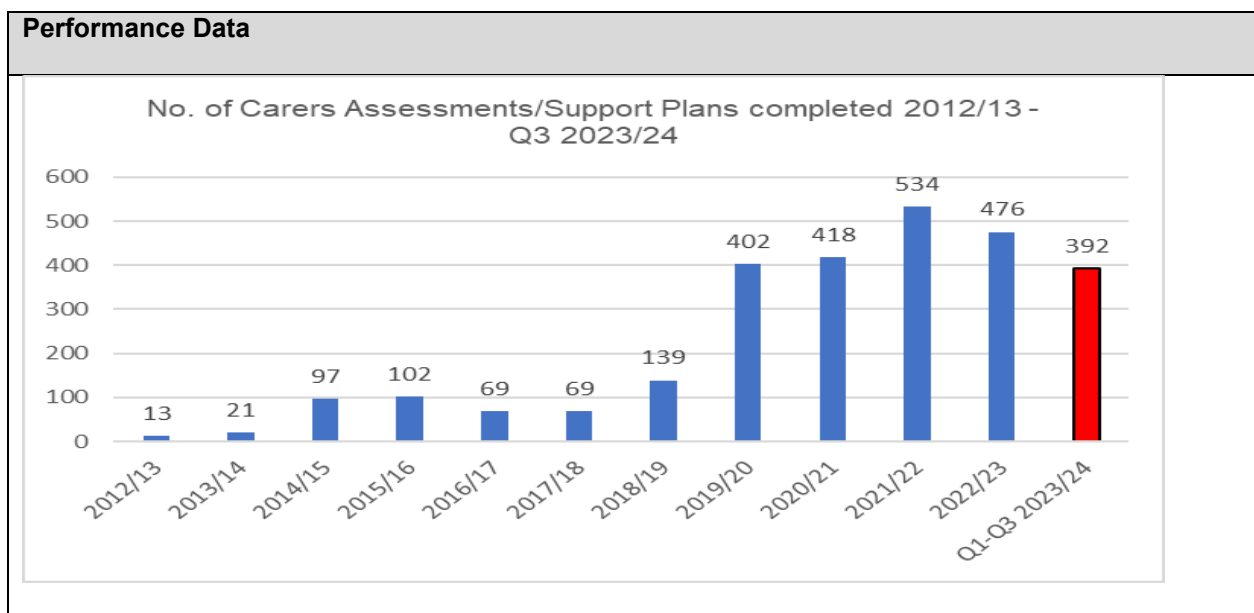
Performance Analysis

The number of service users in receipt of SDS options has increased from 320 in 2021/22 to 332 in 2022/23. The number in receipt of option 1 has decreased over the past year from 146 to 133 however the number receiving option 2 has increased from 174 to 189.

Status	Trend	Target
	 Improving	N/A

Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.3 No. of Carers Assessments/Support Plans completed.
Indicator Type:	Local
Data Source:	Carefirst
Manager Responsible:	Billy McClean, Head of Community Health and Care

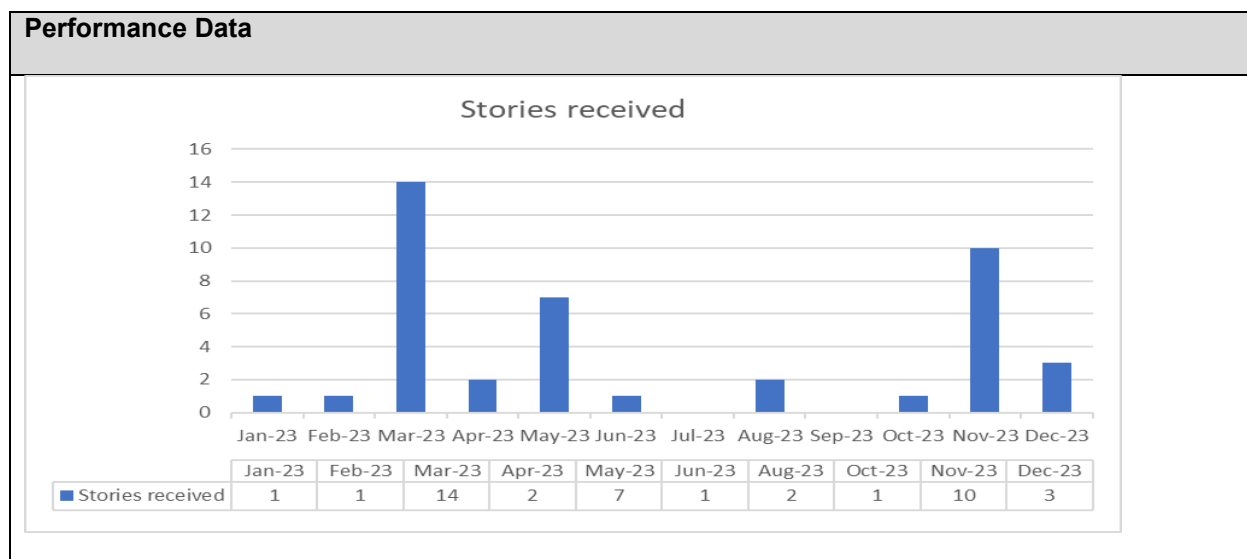


Performance Analysis
<p>The annual number of Carers Assessments completed rose to a peak of 534 in 2021/22 and decreased slightly to 476 in 2022/23. Performance to date in 2023/24 indicates that this year will see a similar level of completed Carers Assessments.</p>

Status	Trend	Target
	<p>2023/24 performance on course to be in line with previous year.</p>	N/A

Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.4 Care Opinion Results
Indicator Type:	Local (NEW MEASURE)
Data Source:	Care Opinion
Manager Responsible:	Billy McClean, Head of Community Health and Care



Performance Analysis


42 Stories were received via Care Opinion from January 2023 to December 2023. The peak months were March where the SAHSCP received 3 stories and November where 10 stories were received. There was a fairly even distribution in terms of the person submitting the stories with 31% being submitted by staff member on behalf of service user/carer/ relative, 36% being submitted by Carer/Relative themselves and 33% being submitted the service user themselves.

Care Opinion Sample Comments

“My carers are like guardian angels. Nothing is too much trouble. Every South Ayrshire carer who enters my house is very professional, caring and make me feel safe and secure. They are very good listeners and are like a breath of fresh air. They allow me to continue to stay in my own house with their level of care”.

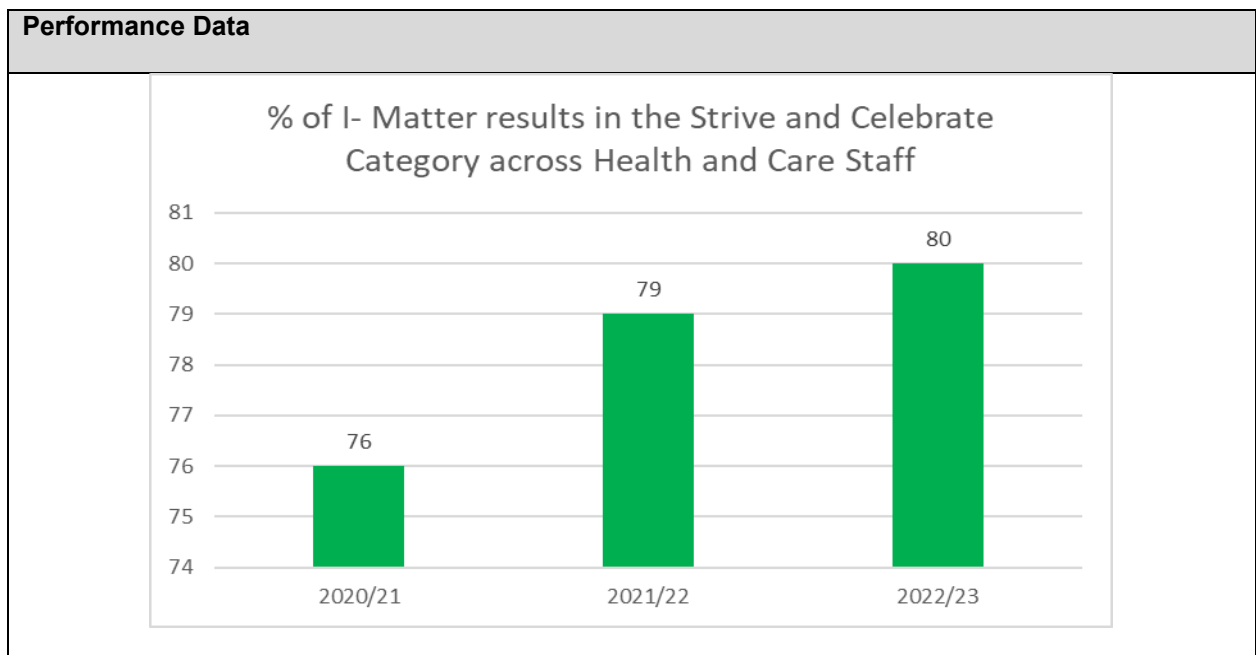
“My wife came home from Ayr Hospital for her remaining few weeks on the Earth. The team of carers from South Ayrshire have been outstanding. They carried out the care and attention with professionalism. She was treated with dignity up until her last breath. I understand how difficult their

job must be with all caring for the person but also their family members, as my emotions have been all over the place. I am so thankful and grateful”.

Status	Trend	Target
	N/A	N/A

Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.5 I-Matter Results
Indicator Type:	Local (NEW MEASURE)
Data Source:	I-Matter Survey Results
Manager Responsible:	Billy McClean, Head of Community Health and Care

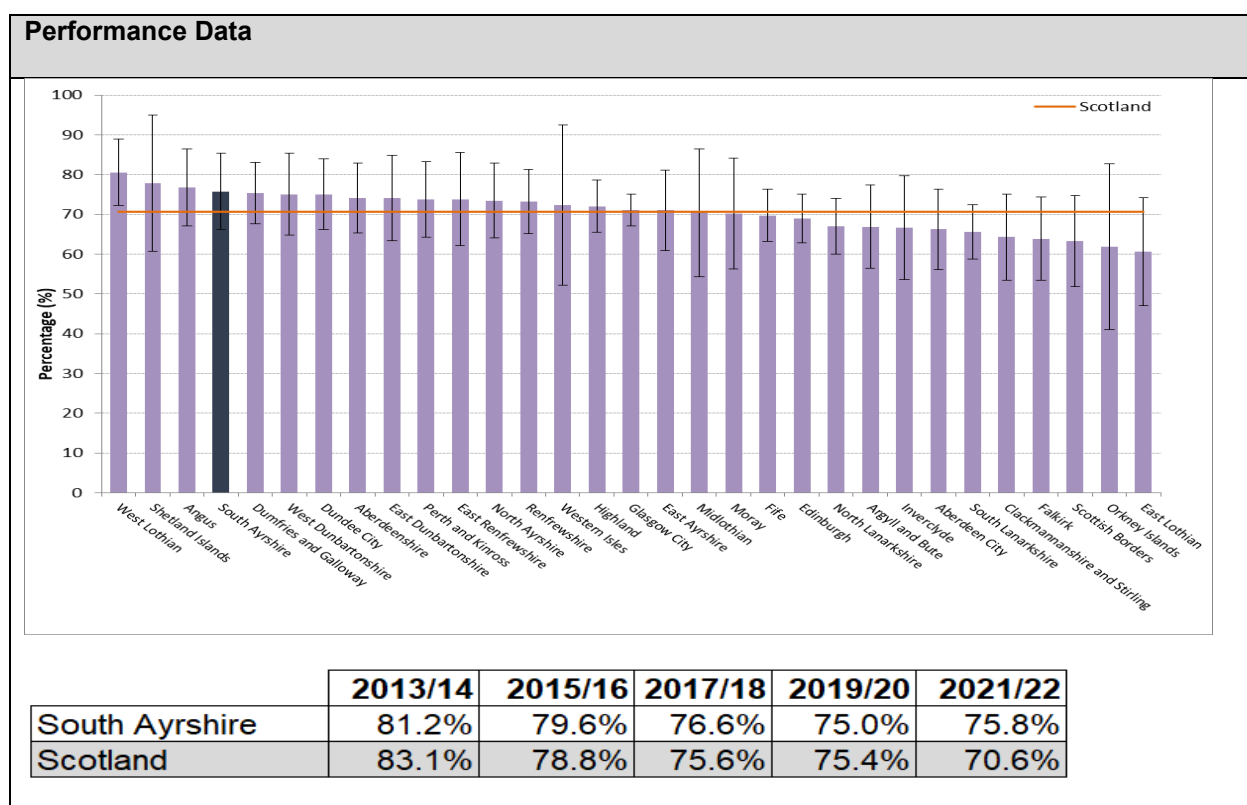


Performance Analysis
<p>The overall I Matter Staff Survey Satisfaction Results have shown improvement over the past 2 years with the % of responses under the Strive and Celebrate category rising from 76% in 2021 to 80% in 2023.</p> <p>Performance across teams in 2022/23 ranged from 64% to 95%. Only 3 of the 42 teams in the Health and Care had scores within the 51-66% range of Monitor to Further Improve. There were no teams within the 34-50% range of Improve to Monitor or the 0-33% range of Focus to Improve.</p>

Status	Trend	Target
	Improving	Continue to Improve

Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.6 % of Adults who agree that they had a say in how their help, care or support was provided.
Indicator Type:	National
Data Source:	https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-4-july-2023/
Manager Responsible:	Billy McClean, Head of Community Health and Care



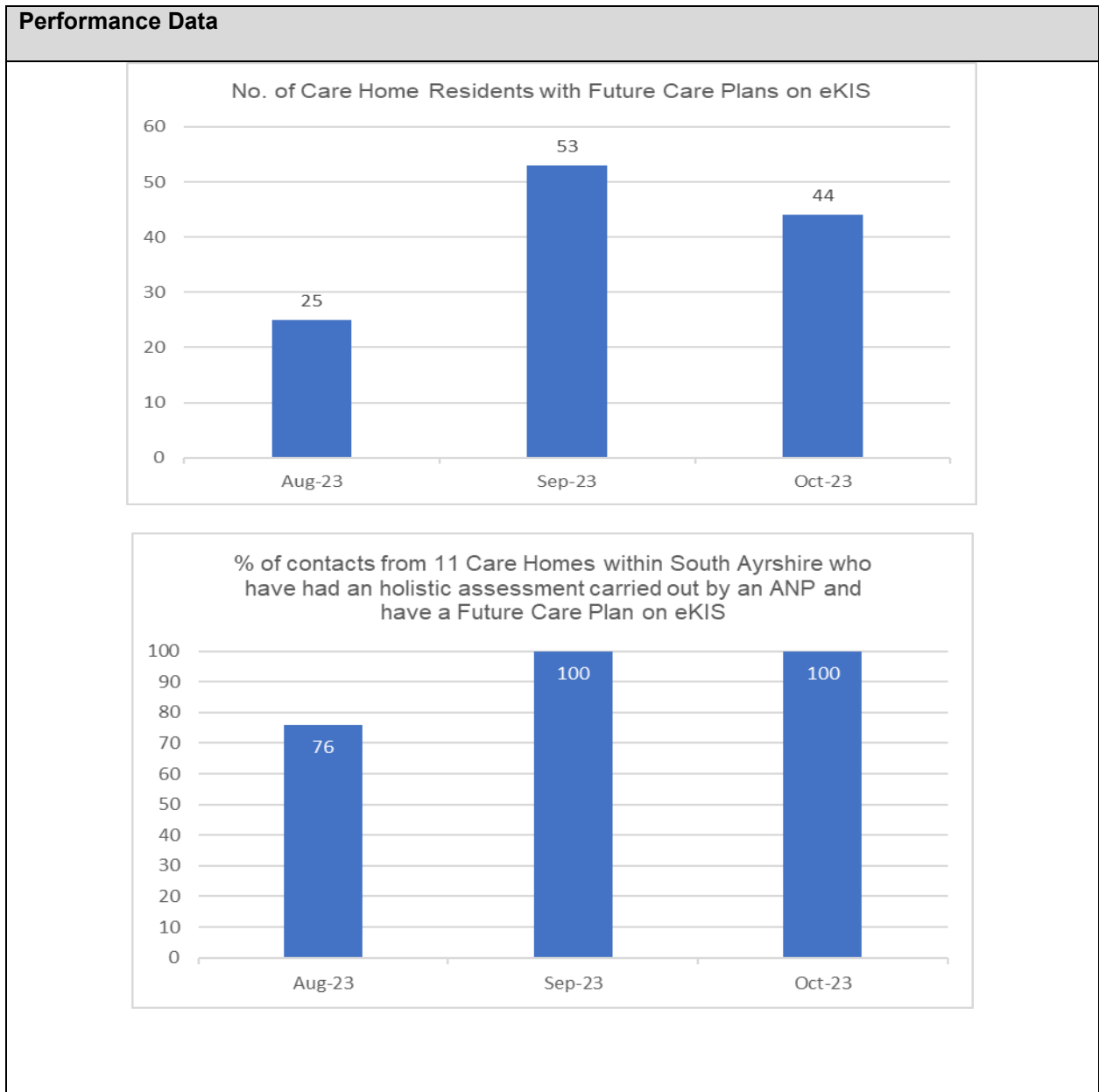
Performance Analysis

South Ayrshire performs 4th in Scotland in terms of the percentage of adults who agree that they had a say in how their health, care and support was provided. Performance in South Ayrshire improved over the past year and now stands at 75.8% compared to 70.6 nationally.

Status	Trend	Target
	Improving	N/A

Strategic Objective 6. We are transparent and listen to you.

Performance Measure and Description:	6.7 Increase in the number of service users with Future Care Plans.
Indicator Type:	Local (NEW MEASURE)
Data Source:	
Manager Responsible:	Billy McClean, Head of Community Health and Care



Performance Analysis

As at the end of October 2023 122 Care Home Residents who have had a holistic assessment carried out by an ANP had a Future Care Plan recorded on eKIS. This represented 94% of those who had a holistic assessment.

In addition for the months of October and November 2023 60 new Long Term Condition patients at Prestwick, Troon and Dundonald General Practices who are housebound, Rockwood score of 7 or above had a Future Care Plan updated on eKIS.

Status	Trend	Target
NEW DATA UNDER DEVELOPMENT	NEW DATA UNDER DEVELOPMENT	NEW DATA UNDER DEVELOPMENT

Strategic Objective 6. We are transparent and listen to you.


Performance Measure and Description:	6.8 Learning Disability Social Work Satisfaction Survey Results
Indicator Type:	Local (NEW MEASURE)
Data Source:	Learning Disability Team Survey Results (2023)
Manager Responsible:	Billy McClean, Head of Community Health and Care

Performance Data
<p>Within part 1 of the survey, when combining scores of 3 (good) and 4 (excellent) this provided tangible evidence that:</p> <p>93% of people knew who their social worker was and were happy with support they received and the continued support from Social Work.</p> <p>83% of people knew how to contact LD Social Work team.</p> <p>91% of people felt listened to in terms of the care and support they receive.</p> <p>89% of people were aware of different ways their support could be delivered.</p> <p>95% of people felt care/support they receive makes a positive difference in their life.</p> <p>97% of people felt staff understood their needs.</p> <p>100% of people felt that staff are approachable, easy to talk to and that staff will listen to them if they have a problem.</p> <p>90% of people were happy with South Ayrshire Council and the way they are supported.</p> <p>Part 2 of the survey asked if service users and their family felt that the support they received from Social Work continued to be valuable and of benefit to them. it was encouraging to read positive comments which included:</p> <p><i>“If I have a problem, I know I can pick the phone up and someone will listen”. “having SDS has given me more control over my supports”</i></p> <p><i>“communication has really improved over last few years”. “I have been helped to achieve my goals in life”</i></p> <p><i>“having a social worker makes me feel that I can share my problems”</i></p> <p><i>It was also encouraging to read comments on what we could do to improve as a service:</i></p> <p><i>“we need a base for productive group activities”</i></p> <p><i>“continue to make changes”</i></p>

Performance Analysis

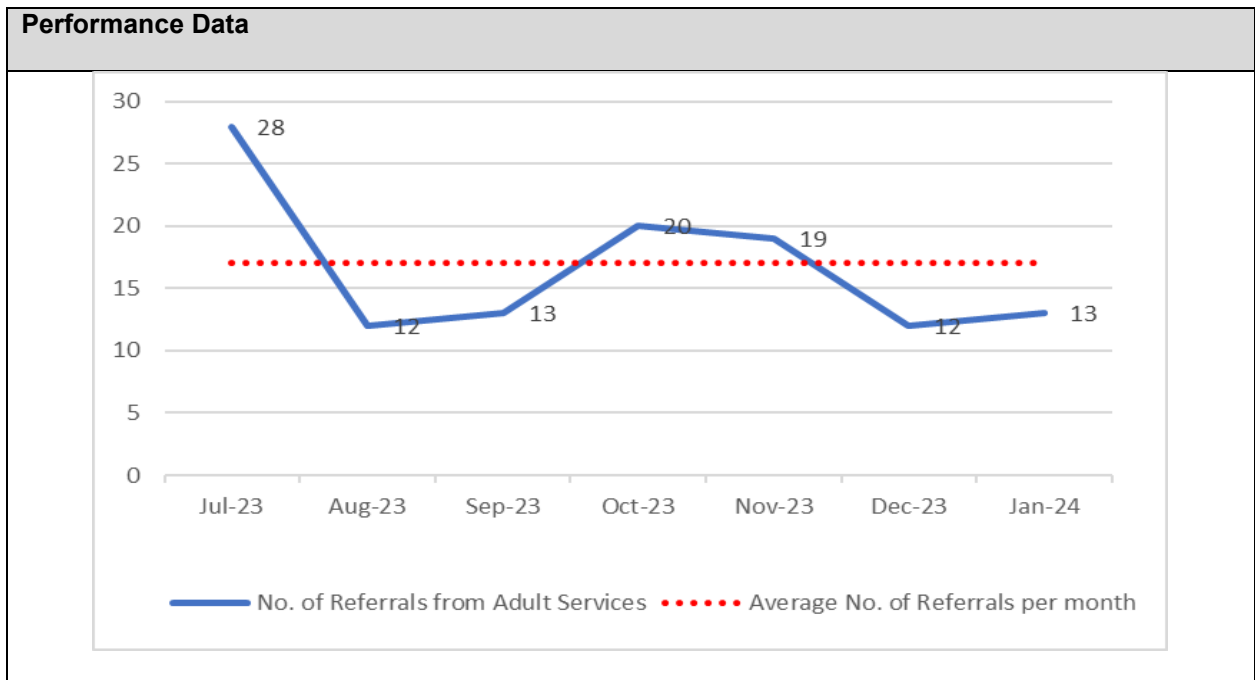
As part of our quality assurance process, a Satisfaction Survey was sent to 350 service users, along with a covering letter, explaining that we are seeking feedback about the service we provide. It was explained that the information provided would be used to inform practice and improve the quality of services. Of the 350 surveys handed out, 60 were returned. This represents a 17% response rate.

The results from this survey were extremely encouraging and positive with a high percentage of people who knew who their social worker was and how to contact the Team and 100% of people felt that staff were approachable and will listen if they have a problem.

Status	Trend	Target
	N/A	N/A



Strategic Objective 7. We make a positive impact beyond the services we deliver.

Performance Measure and Description:	7.1 Increase in referrals from the HSCP to the Information and Advice hub for Income Generation
Indicator Type:	Local (NEW MEASURE)
Data Source:	Information and Advice Hub SAC Records
Manager Responsible:	Billy McClean, Head of Community Health and Care



Performance Analysis

The SAHSCP Community Health and Care teams have made 117 referrals to the Information and Advice Hub for income generation between July 2023 and January 2024. This is an average of 17 referrals each month.

Status	Trend	Target
		N/A