

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 9 October 2023
Title:	North Ayrshire Health and Social Care Partnership Annual Performance Report 2022-23
Responsible Director:	Caroline Cameron, Director North Ayrshire Health and Social Care Partnership (NAHSCP)
Report Author:	Neil McLaughlin, Manager Information Systems Paul Doak, Head of Finance & Transformation

1. Purpose

This is presented to the Board for:

- For discussion

This paper relates to:

- Annual Operational Plan

This aligns to the following NHS Scotland quality ambition(s):

- Effective
- Person Centred

2. Report summary

2.1 Situation

Section 42 of the Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Joint Boards to publish an annual performance report setting out an assessment of performance in planning and carrying out the integration functions for which they are responsible.

Guidance for Health and Social Care Integration Partnership Performance Reports (published by the Scottish Government, March 2016) was followed to ensure the content of our performance report met the requirements set out in the guidance.

The Annual Performance Report demonstrates the ongoing progress made by the Partnership in delivering against its vision and strategic priorities, as well as the Scottish Government national health and wellbeing outcomes, children's and justice service outcomes and a range of local measures. The report is for members' discussion and assurance.

2.2 Background

The legislated publication date for Annual Performance Reports is 31 July.

The North Ayrshire 2022-23 report was published at the end of July 2023, following initial approval by the Performance and Audit Committee on 23rd June and retrospective approval by the Integration Joint Board (IJB) on 24th August.

2.3 Assessment

The Annual Performance Report demonstrates the ongoing progress made by the Partnership in delivering against its vision and strategic priorities, as well as the Scottish Government national health and wellbeing outcomes, children's and justice service outcomes and a range of local measures.

The report uses case studies throughout to demonstrate some of the performance highlights. Key highlights against each of the Strategic Priorities are outlined below:

Provide Early and Effective Support

- The Stronger Families service was launched 1st of September 2022. This is a new initiative which will be delivered as part of a partnership between Service Access/Multi Agency Assessment and Screening Hub (MAASH), Alcohol & Drug Partnership (ADP) and Barnardo's.
- Community Link Workers continue to support people age 16+ on a wide range of issues affecting health and well-being. Over 1,250 clinics were provided in North Ayrshire GP Surgeries with over 6,500 patient contacts made.
- The North Ayrshire Drug and Alcohol Recovery Service (NADARS) continues to demonstrate high levels of performance by surpassing national and local standards and targets.
 - Individuals seen within 3 weeks for Drug and Alcohol treatment – 90% target; 96%(drug), 96%(alcohol)
 - Individuals seen within 6 weeks for Drug and Alcohol treatment – 100% target; 100%(drug), 100%(alcohol)
- The Partnership's inhouse Care at Home service was inspected by the Care Inspectorate in May 2022 and received gradings of Very Good across all indicators.

Tackle Inequalities

- 1,736 carers were registered with our commissioned carer service Unity on 31st March 2023, 1,517 are adult carers and 219 are young carers aged 18 or under. This is a 25% increase from last year.
- Money Matters Team once again supported the most vulnerable people in our communities, accessing entitled benefits to the sum of £18.4m, an increase of almost £1 million on 21/22.
- MARAC (Multi-Agency Risk Assessment Conference) launched across North Ayrshire in August 2022. MARAC is a local meeting where representatives from statutory and non-statutory agencies meet to discuss individuals at high risk of serious harm or murder as a result of domestic abuse. Eight MARACs took

place between August and March 2023 with an average of 18-20 cases discussed per meeting

Enable Communities

- A total 111 (189, 2021-22) complaints were received during the year and were across all service areas , with 17 (46, 2021-22) being upheld across all service areas
- Under Self Directed Support, 85% of people chose to have the Partnership arrange services on their behalf compared to 95% the previous year
- Older People's Day Services had successfully re-opened by the end of August 2022. Alzheimer's Scotland commenced a new contract for the delivery of Day Services in March 2023. This will support a flexible and responsive service which will be operational across 7 days providing up to 63 full day placements on a weekly basis.

Develop and Support our Workforce

- Our integrated workforce strategy was approved.
- North Ayrshire Child Protection Committee and North Ayrshire Health & Social Care Partnership continue to accept referrals for Practice Reflective Improvement Dialogue sessions. PRI Dialogue has been in place for over a year now and feedback from both participants and facilitators is showing the value of these sessions.
- The new Staff Wellbeing Centre at Ayrshire Central Hospital officially opened on 29 September 2022. This provides a rest and sanctuary area and is available for all clinical and non-clinical staff from across our entire health and social care system.
- The registered Community Occupational Therapy staff have recently completed the Royal Society for the Prevention of Accidents level 4 Advanced Moving and Handling course.
- Children, Families and Justice Services were shortlisted for a Scottish Social Services Award in the integrated workforce category.

Improving Mental Health and Wellbeing

- The Child and Adolescent Mental Health Service (CAMHS) in Ayrshire and Arran during the period 2022-23 has separated out three distinct parts of the service to ensure that children and young people are on the correct pathway at a much earlier stage: Specialist Community CAMHS (SCAMHS), Neurodiverse CAMHS (N-CAMHS), CAMHS Urgent Assessment & Intensive Treatment (CUAIT).
- CAMHS experienced a considerable increase in referrals over the past year. In March 2022 CAMHS saw 192 new referrals, in March 2023 this was 366 new referrals. The Referral to Treatment (RTT) compliance at the end of March 2023 was 97%
- Work on falls reduction within the four Elderly Mental Health Inpatient wards has continued. This includes enhanced training for staff in falls prevention and personalised care planning. As a result of this falls prevention work there has been a 21% reduction in the number of falls and a 30% reduction in falls with harm in the four inpatient wards since the training was commenced.

- The Partnership established a new service for people with learning disabilities. The Intensive Support Service will offer specialist intervention, advice/consultation, and training for (and in relation to) people with learning disabilities in need of more intensive support.
- The Family Centred Wellbeing Service continues to support children aged 5-12 years old and their parents/carers and operates in the Irvine and Three Towns localities focussing on promoting health and wellbeing.

Children and Justice Outcomes

- Roslin House, our purpose-built respite facility for children and young people with additional support needs, officially opened on the 28th of October 2022.
- The Promise, a large-scale complex 10-year change programme sets out a clear commitment for all corporate parents to have an enhanced understanding of the experiences of those who have spent time in care. Progress continued this year with The Language and Communications Subgroup.
- The North Ayrshire Champions Board ran a number of events for care experienced young people. The summer programme included a range of activities over ten days at various locations including Laser Quest, Nature Trail and Outdoor Activities and a Champs Carnival at Eglinton Park.
- North Ayrshire's Joint Inspection of Services for Children and Young People at Risk of Harm was published in June 2022. The report recognises the very strong evidence of partnership working and the clear commitment and dedication of staff working across various agencies to reduce risk of harm, develop positive relationships and improve wellbeing outcomes for our children and young people
- As at June 2023, 63 young people have been referred through the Suicide Prevention Pathway and been supported by Service Access where appropriate.
- The Safe and Together Model has been implemented in North Ayrshire. The model is key to realising the Pan Ayrshire vision and directs a reframe of domestic abuse "as a parenting choice".
- Justice Services have been able to fund a counsellor via the Scottish Association for the Care and Resettlement of Offenders (SACRO) to provide 1:1 support for those experiencing isolation and anxiety.
- Justice Annual Community Payback Order (CPO) Report received positive feedback from the Improvement Lead for Community Justice Scotland on our annual CPO report.
- For the tenth year we have over-achieved against targets for CPO level 1 and level 2. 2022-23 saw 99.1% (116 out of 117) level 1 CPO's completing within timescales and 95.6% (129 out of 135) level 2 CPO's completing within timescales.

Mental Health Lead Partnership

- Foxgrove, the National Secure Adolescent Inpatient Service received approval from the Scottish Government on the Full Business Case. Foxgrove will be an inpatient unit for children aged 12 to 18 years who have complex difficulties and need a high level of care. It will provide the first medium secure adolescent inpatient service for young people in Scotland and will open later in 2023.
- Ayrshire & Arran Distress Brief Intervention (DBI) service is delivered by Penumbra and has been operating since January 2021. To the end of March 2023 there have been over 700 referrals made into the service.

- Ward 7A Woodland View has seen significant change over the last year to secure a permanent reduction in the number of beds within the ward from 10 to 7. As well as fostering a better care environment for clients and staff, this has created the opportunity to look at novel uses of the freed-up space, including sensory, art, and relaxation spaces.
- Mental Health Inpatient Services have experienced sustained pressure on services with occupancy levels more than 95% in the last quarter of 2022-23. Those within the inpatient setting have had higher acuity/complexity and, as a result, there has been a considerable increase in the average length of stay, exacerbated by a higher than usual number of delayed discharges, frequently 25% of adult mental health admission capacity and 33% of elderly mental health capacity.
- Over 2022-23 the Mental Health Unscheduled Care Service has undergone a full rebranding as a 24 hour a day, 7 days a week, 365 days a year service.

The report uses case studies to demonstrate some of the performance highlights. It concludes with information on the important role played by Locality Planning Forums as a key conduit between local communities and the Partnership, the transformation programme and financial performance.

2.3.1 Quality/patient care

No implications for patient care.

2.3.2 Workforce

No staffing/workforce implications.

2.3.3 Financial

No financial implications arising directly from the report.

2.3.4 Risk assessment/management

No risk implications arising directly from the report.

2.3.5 Equality and diversity, including health inequalities

No equality or diversity implications arising directly from the report.

2.3.6 Other impacts

No other impacts to highlight.

2.3.7 Communication, involvement, engagement and consultation

The Board has carried out its duties to involve and engage external stakeholders where appropriate.

2.3.8 Route to the meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

- North Ayrshire IJB Performance and Audit Committee, 23rd June 2023
- North Ayrshire Integration Joint Board, 24th August 2023

2.4 Recommendation

For discussion. The Board is asked to discuss and comment on the North Ayrshire Health and Social Care Annual Performance Report 2022-23.

3. List of appendices

The following appendix is included with this report and [online](#)

- Appendix 1, North Ayrshire Health and Social Care Partnership Annual Performance Report 2022-23.