

## Adult Health and Social Care Performance Report 2024/25 – Quarter 1



### 01. Progress in delivery of strategic outcomes

#### Q1 24/25:

#### Progress in delivery of strategic outcomes

The Midlothian Integration Joint Board (IJB) plan and direct delegated health and social care services for the people of Midlothian. Midlothian Health and Social Care Partnership (HSCP) oversees the delivery of all the services delegated to Midlothian IJB. The aim of integrated health and social care is for the people to experience more joined up treatment and care.

**No.11**, is where all community Substance Use and Mental Health staff, both NHS and Local Authority are co-located with Justice Social Work and Voluntary Sector partners. One of the many significant benefits and impact of the multi-agency recovery hub has been the ability to improve peoples' care and experience, through the interlink of the teams. It continues to embed health and social care integration through providing seamless shared care and teams coming together to provide the right care at the right time to vulnerable people who have varying degrees of complex care needs. Delivering integrated health and social care, within No 11, has allowed for resources to be used effectively and efficiently.

We continue to review our outcomes to ensure the continued relevance of support and services we provide by listening, reflecting from the people who use our services, as well as staff engagement, to enables us to continue to grow to meet the needs of Midlothian's population.

#### Midlothian Substance Use Treatment Service

Midlothian substance use treatment service for Q1 performance was 100%, all individuals referred to the service both for substance misuse and alcohol dependency were seen and assessed/treatment started within 21 days. It was confirmed in June 2024 from the Scottish Government MIST team that Midlothian continues to deliver on MAT standards and was rag rated green for MAT 1-5 and Provisional green 6-10.

Treatment service currently has 329 individuals actively engaged in support, intervention, and treatment. The service received 110 referrals over Q1 and provided a total of 1517 appointments, this number is not inclusive of the shared care agreement with Mental health where the service would work in partnership providing special advice and guidance.

Midlothian Substance Use Treatment Service	Q1
A11 – all individuals seen within 21 days of referral.	100%
Caseload	329
Referrals	110
Appointments provided	1517

**The Health Inclusion Team (HIT)** continued to provide outreach and have carried out health assessments and interventions around healthcare and lifestyle advice and/or referral to partner agencies. The team links with services within No.11 to help join up care in the community. The team continue to monitor and review the service to ensure it's meeting the needs of the community. This quarter the team have been working on improving access to the service to help reduce inequalities.

**Public Health** continued to contribute to working groups this quarter to promote a public health approach, working collaboratively with partners. Members of various groups including the Trauma Training Steering Group, Midlothian and East Lothian Drug and Alcohol Partnership Group, Midlothian Suicide Prevention Group, Equally Safe Strategy Leadership Group, Midlothian Will Be Healthier Thematic Group, Lothian Green Health Network and the Third Sector Summit.

Public Health has funded projects over the next two years as part of a whole systems approach to type 2 diabetes to help the people of Mayfield and Easthouses to have more access to healthy food options, keep physically active and have more money in their pockets. We have increased strategic partners working both locally and regionally to ensure work fits within NHS Lothian's public health priorities and HSCP objectives. The impact of this work is currently being evaluated in partnership; however, we hope that the investment in prevention will contribute to the decline in type two diabetes within Mayfield and Easthouses.

**Learning Disability Services** work is progressing to establish supported living services at Primrose Lodge and Bonnyrigg High Street with services expected to be operational in late 2025. These services will offer two different models of support with Primrose Lodge designed to support more complex people with learning disabilities through a commissioned provider model and the Bonnyrigg development designed around individual tenancies with varying degrees of support.

We have identified a small group of neurodiverse young adults with complex needs transitioning to Adult Services whose developmental needs cannot be successfully met using standard day services. The Pavilion Project has been established to meet the needs of six such young people using flexible and collaborative ways of working where staff from Cherry Road, Artlink, and third sector support providers work together to create a programme of highly individualised, developmental opportunities for young neurodiverse adults that build upon their skills and discover new interests. A key aspect of this is the establishment of new community spaces as an extension of Cherry Road service as delivery hubs for imaginative activity which over time will change in relation to the specific sensory and social interests of six young adults.

The project has delivered regular developmental community activity for 12 young people of between one and four sessions per week, a total of 260 sessions using four different community venues.'

**Transitions** work continues. The additional monies agreed by Midlothian Council and allocated to the IJB have been most welcome due to the pressures. 1-2 young people with complex needs transition to Adult Services each month and many of these care packages are amongst the most complex we provide. Further work is currently underway to understand demand, both current and future and how this links to demographic pressures.

**Physical Disabilities and Long-Term Conditions** adaptation guidelines were updated in June 2024. Whilst these changes were minor, they will help ensure clarity in what adaptations can be provided by the HSCP.

Waiting List letters for adult and children with physical disabilities has been updated to provide information, advice on self-management and to manage expectations of what support might be available.

The feedback questionnaire established in 2023 continues to be used to seek service user feedback. The reports gathered will support activities to improve practice through our quality improvement structures.

#### **Adult Support and Protection**

The Joint Inspection of Adult Support and Protection in the Midlothian Partnership (Health, Police and Social Work) concluded during this quarter and the Care Inspectorate published the report in June. The joint inspection included statements on the partnership's progress in relation to two key questions:

- How good were the partnership's key processes for adult support and protection?
- How good was the partnership's strategic leadership for adult support and protection?

The report noted the following in respect to these questions:

" We concluded the partnership's key processes for adult support and protection were effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement"

"We concluded the partnership's strategic leadership for adult support and protection was effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement." A fuller report on this will be provided.

### **Midlothian Justice Service**

To ensure that people have access to timely support and treatment we provide early interventions, which do not require a person to have been convicted of their behaviour, to engage with services to support desistance from offending and/or anti-social behaviour. 'Your Chance to Change' is a perpetrator change programme which aims to address men's domestic abuse and increase the safety and wellbeing of women, and any children, impacted by the behaviour. Over Q1 there were 4 enquiries to the service and 50% were self-referrals from the man and the other 50% were from the partner or a professional involved with the family. To support the reduction in the use of remand 22 bail assessments were undertaken and 4 people placed on Supervised Bail.

The Justice Service has continued to increase the availability of trauma informed interventions and to ensure that those at risk of re-offending, or causing harm to themselves or others, can access timely support and intervention. This has included ensuring that staff are trained to the appropriate trauma level and delivering Survive and Thrive, a psycho-educational course for people affected by interpersonal trauma, to women as part of the Spring Service; 7 women attended Survive and Thrive in Q1.

Individuals become formally involved with Justice Social Work at the point of conviction when a Court makes a request for a Justice Social Work Report - requests for assessment and risk management planning are received from the Scottish Prison Service and the Parole Board. Between 1<sup>st</sup> April and 31<sup>st</sup> March 2024 the team received 171 requests for reports (162 from Court). Providing robust community based alternatives to custodial sentences is important as it enables individuals to remain in their community, maintain relationships, access resources and ensures continuity of care. The main community-based sentence that the Justice Service supervise is a Community Payback Order, which can have a number of requirements attached to it. The most frequently used requirements are Supervision and Unpaid Work. During Q1 the Courts 40 Community Payback Orders, 12 had a Supervision requirement, 15 had an Unpaid Work or other activity requirement and 13 included both requirements.

In **Old Age** services, bed numbers are increasing gradually in Newbyres Care Village with the aspiration that the care home will be at capacity of 48 residents by the end of Quarter 2.

In **Mental Health** services, the bed occupancy in the Royal Edinburgh Hospital remained below the allocated bed numbers for the whole of Q1 and there was an improvement in the allocation of Welfare Guardianship assessments – 80% were allocated within 12 weeks.

**Welfare Rights** services continued to generate income for citizens in Midlothian - £1.225m in Q1.

## 02. Challenges and Risks

### **Q1 24/25:**

There remain financial challenges within the HSCP and there are plans in relation to these challenges. There are plans in place in relation to Newbyres Village care home, use of transport for people with disabilities, and care at home.

The service is also currently reviewing all 600 care packages it provides and has established a Review team to undertake this work. We have refreshed the process for application to Panel to get care packages to make it more robust and are more clearly focusing on minimising risk and ensuring that multi-agency options of care delivery are better explored. Demographic pressures work is continuing but it does appear as if new demand is out stripping the review work.

As part of our financial challenges work, we have asked for legal opinion via a KC regarding what constitutes statutory Social Work.

Workforce pressures in some aspects of social care remain a constant and these issues are not restricted to

Midlothian. This is particularly the case in high volume areas of social care but there are also challenges in some areas of professional Social Work as well. We continue to address sickness absence and are making progress in some areas but acknowledge there is further work to do.

**Learning Disability Services** Budget pressure remains the most significant risk and while work to progress reviews is ongoing this impacts capacity related to ongoing assessment and care management. Transitions can be challenging, however staff are working hard to ensure the transitions are successful. Several practical steps have been taken, for example creating outdoor space in Cherry Road to replicate environments that were available at school.

**PD / LTC Service** staffing remains challenging, and an OT vacancy has resulted in increased waiting lists for both children as well as adults. This risk is managed by triaging referrals, managing the waiting lists and utilising OT Duty and MART more frequently, although this adds to the pressures out with the team. There is an increased pressure on the waiting list due to an increased number of complex cases leading to workers needing to spend more time with client's and more joint working with health and other partners.

**Quarter 1 - Adult Health and Social Care-**

<b>19</b> Indicators that are On Target	<b>8</b> Indicators that are Off Target	<b>11</b> Indicators that are Data Only	<b>1</b> Indicators that have No Data Available
<b>16</b> Actions that are On Target	<b>1</b> Actions that are Off Target	<b>12</b> Quarterly ASC Service All Risks	<b>0</b> Quarterly ASC Service High Risks

Adult Health and Social Care INDICATORS Off Target						
Code & Title	Gauge	Value	Target	Last Update	History	
<span style="color: red;">●</span> AHSC.MPI.06 % of high risks that have been reviewed in the last quarter	<div style="width: 0%; height: 10px; background-color: red;"></div>	0%	100%	Q1 2024/25		
<span style="color: red;">●</span> ASC.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working days	<div style="width: 33.33%; height: 10px; background-color: red;"></div>	33.33%	95%	Q1 2024/25		
<span style="color: red;">●</span> 24/25.AHSC11.1a Percentage of compliant/completed mandatory LearnPro modules...	<div style="width: 50%; height: 10px; background-color: red;"></div>	50%	80%	Q1 2024/25		
<span style="color: red;">●</span> 24/25.AHSC3.1a % of care at home staff qualified for their post	<div style="width: 74.5%; height: 10px; background-color: red;"></div>	74.5%	90%	Q1 2024/25		
<span style="color: red;">●</span> 24/25.AHSC3.2a Number of hours waiting each week on the community waiting list.	<div style="width: 100%; height: 10px; background-color: red;"></div>	1,009	950	Q1 2024/25		
<span style="color: red;">●</span> AHSC.MPI.05 % of Service PIs that are on target/ have reached their target. (does n...	<div style="width: 83.33%; height: 10px; background-color: red;"></div>	83.33%	90%	Q1 2024/25		
<span style="color: red;">●</span> ASC.SPSO.04.1 Average time in working days to respond to complaints at stage 1	<div style="width: 100%; height: 10px; background-color: red;"></div>	7	5	Q1 2024/25		
<span style="color: red;">●</span> AHSC.MPI.07 % of internal/external audit actions progressing on target or complete ...	<div style="width: 89.47%; height: 10px; background-color: red;"></div>	89.47%	90%	Q1 2024/25		

SMP Adult Health and Social Care ACTIONS Off Target						
Code & Title	Progress	Status	Due Date	Type		
<span style="color: orange;">▲</span> 24/25.AHSC3.1 Achieve a 90% qualification rate for care at home staff appropriate t...	<div style="width: 20%; height: 10px; background-color: gray;"></div>	20% Check Progress	31 Mar 2025	Action		