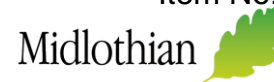


Adult Health and Social Care Quarter 1 Performance Report 2023/24



01. 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.

To achieve this, all the services within Midlothian HSCP must make progress towards the aims of Midlothian IJB Strategic Commissioning Plan, work alongside the Community Planning Partnership, and contribute to the strategic aims of both NHS Lothian and Midlothian Council.

Adult Social Care Services

What we do

Adult Social Care services protect and improve the wellbeing of the people and communities of Midlothian. They help people get the support they need in the right place, and at the right time.

We work in partnership with people to contribute to sustaining thriving communities. We provide information, education, and support to help people take positive action to prevent ill or worsening health and wellbeing. When people need our support, our intervention should help people achieve the things that matter to them. We have 'Good Conversations' with people, provide personalised care, promote self-management, and ensure well coordinated services across health, social care and the third and Independent sectors.

Social work services in Midlothian are delivered jointly by Midlothian Council and Midlothian Integration Joint Board. Adult social work and social care services, including justice social work, are delegated to Midlothian IJB. This means we are part of integrated health and social care and overseen by Midlothian HSCP and IJB. Adult Social Care therefore contributes to the Midlothian IJB Strategic Commissioning Plan, the strategic aims of both NHS Lothian and Midlothian Council, and contributes to the work of the Community Planning Partnership through the Single Midlothian Plan.

How we do this

To meet the needs of people and communities we will need to deliver on the strategic priorities of all our partners. We have identified a number of similar themes and priorities that we must work together to achieve. We need to:

- Provide more preventative care
- Understand how peoples' and communities' needs have changed and build the right offers of support
- Ensure effective and efficient services while also maintaining quality
- Improve socio-economic, health, wellbeing, and personal outcomes

Community Planning Partnership and the Single Midlothian Plan

Adult Social Care contribute to the 'Single Midlothian Plan' to work with the Community Planning Partnership members to achieve more together than health and social care can do alone. We lead the 'Midlothian will be Healthier' thematic area with 4 multi-sector projects.

1. Midlothian Care and Support Community Co-operative
2. Falls prevention and support
3. Digital self-management platform
4. Early Identification and Support for People Living with Frailty

Adult Social Care is leading on the first of these projects to explore and define the demand for and the benefit of Midlothian Care and Support Community Co-operative that facilitates personalised support for carers, identifies local assets, and enhances local economic value.

Last year, 17% of carers did not feel they had a say in the services provided for the person they look after. This number rose to 31% for those caring for someone due to substance use. 38% of carers did not feel services were well coordinated and described additional stress caused by having to speak to several organisations to get support. Carers in Midlothian told us they would like to see more services in their local communities at a time that suits them and was provided in one place. We anticipate that a Community Cooperative will help carers find the right support, in the right place at the right time.

Third Sector

The Scottish Government considers the Third Sector to be equal partners in health and social integration. There are at least 700 voluntary sector group and organisations in Midlothian, and 228 registered charities (voluntary organisations or community groups) who identify their main operating area to be Midlothian.

Midlothian Health and Social Care Partnership contracts services from approximately 40 organisations to support people and communities. This is approximately 33% of the total Adult Social Care budget. Third Sector Interfaces (TSIs) also play a key role. TSIs provide the third sector with a single point of access for support and advice.

Our services

Adult Social Care covers a wide range of services. This plan brings together the priority actions of the 7 main areas that plan and deliver integrated care and support:

- Adult Services

This service includes Learning Disability, Physical Disabilities, Long Term Conditions and Sensory Impairment, Unpaid Carers, and Welfare Rights.

Our Learning Disability services work with approximately 450 people. In Q1, Over 100 people came along to the Beacon in Gorebridge on Wednesday 3rd May for a free and fun Health event for people with a Learning Disability and their carers. There were workshops, activities, and stalls with plenty of ideas and suggestions about how staying fit and healthy can really help people to lead a full and independent life.

Whilst the event concentrated on fun, with a smoothie bike and kic dancing session at lunchtime, the Fair emphasised serious underlying messages about how we can tackle the health inequalities experienced by people with a Learning Disability. This included the trial of a new accessible website to support informed decision making around attending screening, and advice on early detection of health issues, safe and healthy relationships, oral health, access to health services, vaccination, and exercise programmes that we can build into our daily routines.

The event was organised by the Health and Social Care Partnership in partnership with the Midlothian Learning Disability Providers' Forum, People First Midlothian, Midlothian Sport and Leisure, NHS Lothian, and the local area coordination service, and was part of 2023 Learning Disability Week.¹

Challenges with Learning Disability services consistently focus on budgetary pressures. The IJB commissioned an external review of our services within the context of our budgetary pressures and this is due to report to the IJB in August 2023 (Q2) with recommendations. Ongoing challenges also remain regarding transitions of young people with disabilities into services and the lack of specialist care providers for some very complex packages of care. We are in the process of recruiting to a specific Transitions post that will work across Adults and Children's Services. We acknowledge through this that there is a need to improve the processes.

Q1 saw the start of a themed Care Inspectorate/HIS inspection of our services for people with Physical Disabilities, Long Term conditions and their carers. This will conclude in November/December 2023.

- Older People

This service includes Newbyres Care Village, Extra Care Housing, Older Peoples' Social Work, Older Peoples' OT, Care at Home, Rapid Response/MERRIT, Day Services, and Respite. For the purposes of this plan, Older Peoples Services includes Highbank Intermediate Care Facility and the InReach Social Work Team.

The Older Peoples' Service ensures that people over 65 receive person-centred care to live well in their community for as long as possible. This includes a range of service offers, support and equipment to help people live independently at home. These services provide support that often means people don't need to go to hospital, or supports people recover in their own home when they leave hospital.

Our services provide a combination of residential and non-residential care, both at home, in care homes, and in extra care housing. Some older people need more support to live at home. Our teams also provide social care support on discharge from hospital for all adults.

Our dedicated Inreach Social Work Team, who work to support assessment of those who have had a hospital admission, ensures quick timely access to assessment, care and advice for patients/client and carers/family around future care needs and support to take forward when required care home choices. The main challenges within Midlothian are in relation to sufficient care home placements, with only 474 beds (both self funding and standard funded beds). This number of beds is below the national average against age demographic and means vacancies within Midlothian geography are limited – this presents the needs for families to think of placements out with Midlothian.

Highbank can provide rehabilitation for people who would benefit from additional support after leaving hospital. There are 40 beds in this facility. Q1 saw the phased reintroduction of respite provision at Highbank with an initial 2 beds opening for respite use. This will be monitored closely and the plan is to, over time, progress to 4 and then 6 beds. The challenge of reintroducing respite provision again, after the 3 years of no respite and the use of all 40 beds as intermediate care resource to support flow, is the loss of 6 beds for flow capacity. As we are moving into planning for winter pressures we need to monitor the impact of this so there is a balance between flow and capacity.

- Justice Service and Protection

This service includes Justice, Community Justice, Duty Social Work, Adult Support and Protection, and Public Health.

The Justice team supports people involved in the Parole and Pre-release process including the preparation of Criminal Justice Social Work Reports and pre-release reports. The team supervises people aged 18 and over who are subject to Community Payback Orders, Parole, Life and Non-Parole Licences, Extended Sentences and Supervised Released Orders.

Our Unpaid Work service works in partnership with Food Fact Friends in Penicuik have developed a re-distribution scheme for household furniture and white goods. Food Fact Friends have secured two years of storage space and Unpaid Work are regularly collecting furniture and white good donations from members of the public that would otherwise have ended in landfill. The purpose of the scheme is to allow immediate access to those in need to safe furniture and electronic goods like fridges and freezers rather than having to wait for grant applications to be considered and processed. To support the scheme Unpaid Work staff and clients renovate furniture and PAT test electrical items to ensure that they are safe to use. This project has had three benefits: 1) those in need have immediate access to goods 2) We are preventing items going to landfill 3) Clients are being upskilled in renovating furniture and also obtaining a PAT testing qualification.

Staffing can be challenging in Justice. In terms of staffing we lost two experienced social work staff. This has placed some pressure on the rest of the team whilst new staff were recruited. These new staff start on the 14th and 28th August 2023 which will restore the capacity of the Justice Service over what is traditionally a busy period for Justice work in Q2.

Social Workers in the Duty Team support people aged 16 and over with crisis interventions, urgent and planned assessments, development of adult care support plans, reviews, and short-term interventions.

The Adult Support and Protection (ASP) Team provides support and protection for people aged 16 and over who may be at risk of harm. The ASP Team uses the 'three-point test' to identify people who are:

- unable to safeguard their own wellbeing, property rights or other interests
- are at risk of harm, and
- because they are affected by disability, mental disorder, illness, or physical and mental infirmity, are more vulnerable to being harmed than those not so affected.

The ASP Team works to keep people safe by considering all suspicions, disclosures or actual harm are acted upon. This helps us provide the right support to protect vulnerable adults in Midlothian, by developing outcome focused care plans.

The ASP Team continues to see a high demand (216 referrals in Q1, compared with 235 in Q1 of 2022/23). Whilst this demand is successfully and safely managed, it has prompted a look at how Adult Protection referrals are managed more generally and what support needs to be given to the small specialist team from the wider system within Adult Social Work. A trend of rising referrals will create significant challenges in a small area such as Midlothian.

- Public Health

The Public Health Practitioners work to support services to improve wellbeing and reduce health inequalities for the people of Midlothian. The team support staff to design and deliver services that support early intervention and prevention, and make connections and share good practice about how to avoid inequalities, monitoring and evaluating long term, population level outcomes. The Health Inclusion team works directly with vulnerable people in the community to understand what matters to them and live the lives they choose.

- Mental Health and Substance Use

This service includes Integrated Mental Health Teams and Substance Use. This service works in partnership with people to achieve their personal health and wellbeing goals. This includes prevention and early intervention activity, assessment, treatment, care and support. Being trauma aware and a Good Conversation approach are central to delivering person-centred care. These teams work with a wide range of partners across health and care including the third sector, peer services and volunteers.

Over Q1 the Dementia Team, which is an integrated Council and NHS Team, have been nominated for Team of the Year in the NHS Lothian Celebrating Success Awards (due to be held in September 2023). The Substance Use Service successfully implemented the first 5 Medication Assisted Treatment (MAT) Standards. These Standards are key drivers in the work to reduce drug deaths in Scotland.

Adult Mental Health services continue to provide robust care and treatment at home and bed performance remains under Midlothian's bed allocation at the Royal Edinburgh Hospital (ie. We use fewer bed than we are allocated). Q1 also saw an increase of 33 per cent compared to Q1 of 2022 for individuals accessing digital support through Midspace.

- Midlothian and East Lothian Drug and Alcohol Partnership (MELDAP)

MELDAP plans, commissions, and funds a network of services for people affected by their own or someone else's alcohol or drug use. Support is available for families and adult carers, and recovery-focused services are provided to address people's alcohol and drug use. These include residential rehabilitation, recovery services to reduce isolation, and opportunities to be supported into education, training, volunteering, and employment.

- Learning and Development

The Practice Learning and Development team design, develop and deliver training and learning opportunities across Midlothian HSCP and Council services. The team offers accredited Scottish Vocational Qualifications (SVQ) assessment across a number of subjects and supports apprenticeships.

In Q1, the Learning and Development Team had some significant successes:

- a higher number of staff engaging in a range of learning and development opportunities;
- 16 people undertaking Open University Social work modules;
- 8 staff undertaking postgraduate courses including leadership and management;
- 89 staff undertaking SVQ's at any one time across levels 2, 3 and 4.

A challenge has been the decrease in the uptake of staff attending training courses planned i.e. staff agreeing to the training course place and then not turning up due to operational pressures in their services. Work is underway to structure training courses in a more creative way (smaller groups, less time out of the workplace etc) to offset this.

02. Challenges and Risks

We must develop a whole-system approach to service design and delivery. This relies on shared decision-making, and shared responsibility for outcomes that enable proactive and consistent approaches to performance and quality improvement.

We have recognised we must do more to support the workforce. This means investing in the wellbeing, training, and development of our workforce, including our third sector partners and unpaid carers.

We must continue to improve the coordination of care and find ways to share information between services. We will have to make better use of existing technologies and provide people with access to accurate information and services.

Our resources

The budget for Adult Social Care Services is managed directly by the Midlothian Health and Social Care Partnership. Resources have been stretched due to salary increases for our staff and our commissioned services, and a larger population with more complex needs.

The challenge in recent years has been finding the right balance between meeting people's needs in times of crisis while also supporting people to take action to prevent ill or worsening health in the future. We know the whole population programmes of prevention and early intervention activity will reduce pressure on emergency services in the future. However, it can be difficult to distribute and prioritise resources that allow for more community services. This is because we need to keep people safe in times of crisis and this can be unpredictable.

All services have a duty to ensure we deliver Best Value. This means we ensure resources are well managed, to improve services, and deliver the best possible outcomes for people and communities.

Our workforce

We must ensure we have the right staff, in the right place, at the right time. Good Workforce Planning will ensure that our workforce has the knowledge and skills to deliver health and care in the future. The Midlothian Health and Social Care Partnership Integrated Workforce Plan for 2022-2025 recognises local and national challenges and describes how we will respond.

Our workforce is our greatest asset. We must invest in developing a skilled, flexible, and adaptable workforce to support people and communities to achieve the outcomes that matter most to them. We must plan in partnership with other sectors to ensure we have an integrated workforce, fit for the future, that puts people at the heart of all we do.

We have highly skilled and experienced teams within Midlothian Adult Social Care. However, we face staff retention challenges, particularly in relation to Mental Health Officers. We are focusing on staff engagement and experience and increasing staff development opportunities. Succession planning will be supported by a new local Career Development Toolkit.

Our communities

Midlothian is a great place to live, work, learn, and relax which all contribute to good health and wellbeing. This includes our green spaces, villages, towns, and the transport we need to move between them. Midlothian's population has grown every year since 2006. In 2018 there were 39,122 households in Midlothian. This is projected to reach 52,266 by 2040. In Midlothian, the proportion of people aged 75 and over is predicted to grow by over 40%. The number of people aged between of 30-59, and 0-15, has also increased.

Towns and communities in Midlothian are organised across 15 community council areas. More people live in Penicuik, Bonnyrigg and district, Mayfield and Easthouses and Dalkeith and district than other areas (2011 census). Information about each area can be found in the Midlothian profile 2022. Midlothian also has wide range of green spaces and wildlife habitats including one Local Nature Reserve; one Regional Park; four Country Parks and two Woodland Trust sites, with active transport links between places and to and from Edinburgh and other surrounding areas.

The Scottish Index of Multiple Deprivation (SIMD) is how the Scottish Government identifies deprivation in Scotland. SIMD data is organised into 10 data zones, from the most to the least deprived. In Midlothian, approximately 31,522 people live in a zone that is considered to be the most deprived. While not everyone living in a deprived area will experience high levels of deprivation, we know there is a link between deprivation and poorer health outcomes. This means people who live in the most deprived communities are more likely to die younger.

People living in the most deprived areas of Midlothian are 30% more likely to need a prescription for anxiety or depression, and 24% of children live in poverty. We know that families that include a person with a disability are more likely to be financially disadvantaged than other families.

The largest local employer is Midlothian Council. Other employers include public sector organisations, a mix of sole traders, micro enterprises, and small and medium-sized enterprises (SMEs). Over 50% of the working age population work in Edinburgh. There is a thriving local Third Sector, which is supported by the Third Sector Interface (TSI). There are at least 500 formal groups or voluntary associations and other community planning partners. It is estimated that approximately 56% of the population volunteer informally.

More information on the health and social care needs of the Midlothian adult population can be found in the Health and Social Care Partnership's Joint Strategic Needs Assessment.

Quarter 1 - Adult Health and Social Care-



Adult Health and Social Care INDICATORS Off Target

Code & Title	Gauge	Value	Target	Last Update	History
23/24.AHSC2.4b All Health and Social Care specific LearnPro modules with up to da...		No	Yes	Q1 2023/24	
23/24.AHSC3.2a Maintain or improve median wait time for OT waiting lists since pre...		20%	60%	Q1 2023/24	
ASC.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working days		75%	95%	Q1 2023/24	
AHSC.MPI.05 % of Service PIs that are on target/ have reached their target. (does n...		80%	90%	Q1 2023/24	
23/24.AHSC1.3b Number of completed Adult Carer Support plans by VOCAL (accu...		144	150	Q1 2023/24	
23/24.AHSC4.3b Percentage of people commence treatment within 21 days of referral		88.06%	90%	Q1 2023/24	

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