

DATA LABEL: Public



HEALTH AND CARE – POLICY DEVELOPMENT AND SCRUTINY PANEL

IJB INTERIM PERFORMANCE REPORT

REPORT BY DEPUTE CHIEF EXECUTIVE

A. PURPOSE OF REPORT

The purpose of this report is to provide the Health and Care PDSP with an update on the quarterly performance based on the latest data available on the Core Suite of Integration Indicators and social care benchmarked data.

B. RECOMMENDATION

It is recommended that the panel notes the contents of the report.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Public Bodies (Joint Working) Act 2014
III Implications for Scheme of Delegations to Officers	N/A
IV Impact on performance and performance Indicators	N/A
V Relevance to Single Outcome Agreement	N/A
VI Resources - (Financial, Staffing and Property)	As set out in the West Lothian IJB Strategic Plan 2019 - 2023
VII Consideration at PDSP	N/A
VIII Other consultations	The report was submitted to the IJB on 21 st September 2021

D. TERMS OF REPORT

D.1 Background

D.2 The Scottish Government identified a core suite of 23 integration indicators to demonstrate progress with integration and with achievement of the nine national health and wellbeing outcomes.

D.3 The format of the report is based on consultation with Integration Joint Board members during a recent development session and a request for a more streamlined report to be presented to the board. The high-level reporting to the IJB on strategic indicators is complemented by underlying operational work to develop integrated performance measures in support of strategic commissioning plans, operational activity and performance reporting. This report includes the most up to date published data for the strategic indicators. It also includes published social care data.

D.4 Where possible, the core suite of indicators has been benchmarked against the Local Government Benchmarking Family (LGBF) for adult care. The LGBF for West Lothian includes Clackmannanshire, Dumfries and Galloway, Falkirk, Fife, Renfrewshire, South Ayrshire and South Lanarkshire.

D.5 It should be noted that services have been operating in challenging circumstances over the past 18 months and recent weeks have presented increasing problems in some areas with staffing and operational service delivery which is likely to impact future performance levels.

E. CONCLUSION

Work continues to develop the use of data to better understand operational performance and inform transformational change. The new Chief Officer has established a Finance, Performance and Transformation Group which will meet regularly to oversee service delivery and transformation. Currently the focus is on reviewing care at home data and establishing revised data sets to better understand some of the challenges being faced in the care at home sector and rising levels of delayed discharge over the summer

F. BACKGROUND REFERENCES

Appendices/Attachments: Appendix 1 – Interim Performance Report

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2nd December 2021

Appendix 1

Core Indicator Summary

Indicator	2019/ 2020	2017/ 2018	Comp. 2017/ 2018	Scot 2019/ 2020	Comp. to Scot	Data updated	Commentary / Actions
NI - 1	93%			93%		Biannual	In financial year 2019/20, the percentage in West Lothian was 93%, the same as Scotland.
NI - 2*	79%	-		81%		Biannual	The result for West Lothian is below the Scottish average.
NI - 3*	71%	-		75%		Biannual	In West Lothian, 71% of people surveyed in 2019/20, agreed that they had a say in how their help, care or support was provided. The result for West Lothian is 4 percentage points lower than the Scotland average of 75%.
NI - 4*	76%	-		74%		Biannual	In financial year 2019/20, over three quarters of adults supported at home agreed that their health and social care services seemed to be well co-ordinated. West Lothian is above the Scottish average of 74%.
NI - 5*	75%	-		80%		Biannual	The percentage of adults receiving any care or support, who rated it as excellent or good was 75% in 2019/20. The Scottish average 80%.

* Not comparable to previous years

Indicator	2019/ 2020	2017/ 2018	Comp. 2017/ 2018	Scot 2019/ 2020	Comp. to Scot	Data updated	Commentary / Actions
NI - 6	75%			79%		Biannual	In 2019/20, the percentage of adults who had a positive experience of the care provided by their GP practice was 75%, below the Scottish average of 79%.
NI - 7*	75%	-		80%		Biannual	The percentage of adults supported at home who agreed that their services and support had an impact on improving or maintaining their quality of life was 75% in 2019/20. The Scotland response rate was 80%.
NI - 8	36%			34%		Biannual	36% of carers responded saying that that they feel supported to continue in their caring role. West Lothian is slightly outperforming the national average.
NI - 9*	87%	-		83%		Biannual	The percentage of adults in West Lothian who responded to the survey, and agreed that they felt safe was 87% in 2019/20. This is higher than the Scottish average which is 83%.

* Not comparable to previous years

Indicator	2020	2019/ 2020	Comp. 2019/ 2020	Scot 2020	Comp. to Scot	Data updated	Commentary / Actions
NI - 11	438 (2020)	390 (2019)	↑	457 (2020)	↓	Annual	generally West Lothian is performing well against the Scotland and peer group averages for Premature mortality rate, though increased compared to the 2019/20 figure.
NI - 12	11,658	12,671	↓	11,100	↑	Quarterly	The rate of emergency admissions in adults per 100,000 has been steadily increasing each year from 11,811 emergency admissions in 2013/14, to 12,671 admissions in 2019/20. West Lothian has seen a large increase to its population, especially in people aged over 75 which will partly account for the increase. This increasing trend is also reflected in the Scottish rate. The 2020 calendar year figures show a decrease to 11,658, though this is higher than the Scotland average
NI - 13	85,554	102,206	↓	101,852	↓	Quarterly	West Lothian has consistently outperformed Scotland's emergency bed day rate
NI - 14	118	113	↑	114	↑	Quarterly	The re-admission rate to hospital for adults within 28 days in 2020 was 118 per 1,000 admissions. The trend has been increasing since 2017/18 and has consistently been in line with or above the Scotland level. The national rate has steadily been increasing from 97 in 2013/14, to 114 in 2020.
NI - 15	91%	89%	↑	90%	↑	Quarterly	The percentage of time West Lothian residents have spent at home, or in a community setting, during the last six months of their life, has increased from 87% in 2013/14, to 91% 2020. The trend reflects that of Scotland which has also increased from 87% in 2013/14, to 90% in 2020.

Indicator	2020	2019/ 2020	Comp. 2019/ 2020	Scot 2020	Comp. to Scot	Data updated	Commentary / Actions
NI - 16	20.0	22.0	↑	21.7	↓	Quarterly	It is encouraging that West Lothian is performing better than the Scotland average since 2014/15. An increase was seen in 2019/20 though the 2020 calendar figure showed this declining again.
NI - 17	85% (2020/21)	81% (2019/20)	↑	82% (2020/21)	↑	Annual	The overall quality of care as good (4) or better in Care Inspectorate inspections was 85% in 2020/21, which is 3 percentage points higher than the Scottish average of 82%. There was a continued downward trend in the grades from 87% in 2017/18, to 81% in 2019/20, where the West Lothian figures dipped below Scotland, however the figures increased in 2020/21. Not all services are inspected each year.
NI - 18	64%	68% (2019)	↓	63%	↑	Annual	The percentage of adults with intensive care needs was 64% in 2020, which was a reduction of 4 percentage points from 2019. The trend has remained fairly constant, fluctuating between 65% and 70%. The trend for the Scottish average has remained below the West Lothian rate since 2013, and is currently 63%
NI - 19	367 (2020/21)	934 (2019/20)	↓	488 (2020/21)	↓	Quarterly	The number of days which people aged 75 and over spent in hospital when they were ready to be discharged in 2020/21, was 367. This is lower than the national rate of 488, and the trend in West Lothian shows a decrease since 2018/19 to below the Scottish rate. The recent figures will be impacted by the pandemic so should be viewed in that context.
NI - 20	20%	22%	↓	21%	↓	Quarterly	West Lothian has performed better than the Scottish average which is 21%. The trend for West Lothian has remained relatively constant between 20% and 22% since 2013/14. The national average has fluctuated between 23% and 24% over the same time frame.

Appendix A: Indicator Descriptions

NI - 1	Percentage of adults able to look after their health very well or quite well
NI - 2	Percentage of adults supported at home who agreed that they are supported to live as independently as possible
NI - 3	Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided
NI - 4	Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated
NI - 5	Percentage of adults receiving any care or support who rate it as excellent or good
NI - 6	Percentage of people with positive experience of care at their GP practice
NI - 7	Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life
NI - 8	Percentage of carers who feel supported to continue in their caring role
NI - 9	Percentage of adults supported at home who agreed they felt safe
NI - 11	Premature mortality rate per 100,000 persons
NI - 12	Emergency admission rate (per 100,000 population)
NI - 13	Emergency bed day rate (per 100,000 population)
NI - 14	Emergency readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)
NI - 15	Proportion of last 6 months of life spent at home or in a community setting
NI - 16	Falls rate per 1,000 population aged 65+
NI - 17	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections
NI - 18	Percentage of adults with intensive care needs receiving care at home
NI - 19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)
NI - 20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency

National Indicators 1 - 9 HACE Survey 2019/20

NI-1: Percentage of adults able to look after their health very well or quite well

West Lothian	93
Peer Group Average	93
Scotland	93

NI-2: Percentage of adults supported at home who agree that they are supported to live as independently as possible

West Lothian	79
Peer Group Average	80
Scotland	81

NI-3: Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided.

West Lothian	71
Peer Group Average	75
Scotland	75

NI-4: Percentage of adults supported at home who agree that their health and care services seemed to be well co-ordinated.

West Lothian	76
Peer Group Average	74
Scotland	74

NI-5: Percentage of adults receiving any care or support who rate it as excellent or good

West Lothian	75
Peer Group Average	80
Scotland	80

NI-6: Percentage of people with positive experience of care at their GP practice.

West Lothian	75
Peer Group Average	79
Scotland	79

NI-7: Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.

West Lothian	75
Peer Group Average	80
Scotland	80

NI-8: Percentage of carers who feel supported to continue in their caring role.

West Lothian	36
Peer Group Average	34
Scotland	34

NI-9: Percentage of adults supported at home who agree they felt safe.

West Lothian	87
Peer Group Average	84
Scotland	83

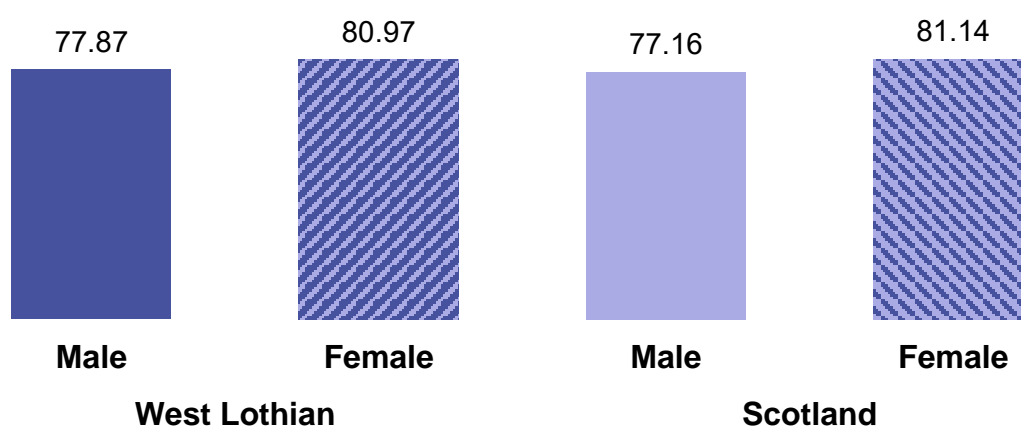
Life Expectancy

Life expectancy at birth by sex, 2012-2018 (3-year aggregates)

		2012-14	2013-15	2014-16	2015-17	2016-18	2017-19
West Lothian	Male	77.91	78.21	78.28	78.08	77.79	77.87
	Female	80.54	80.80	80.78	80.97	80.78	80.97
Scotland	Male	77.08	77.12	77.09	77.02	77.06	77.16
	Female	81.07	81.13	81.14	81.08	81.08	81.14

Source: NRS

Life expectancy at birth by sex, 2017-19 (3-year aggregate)

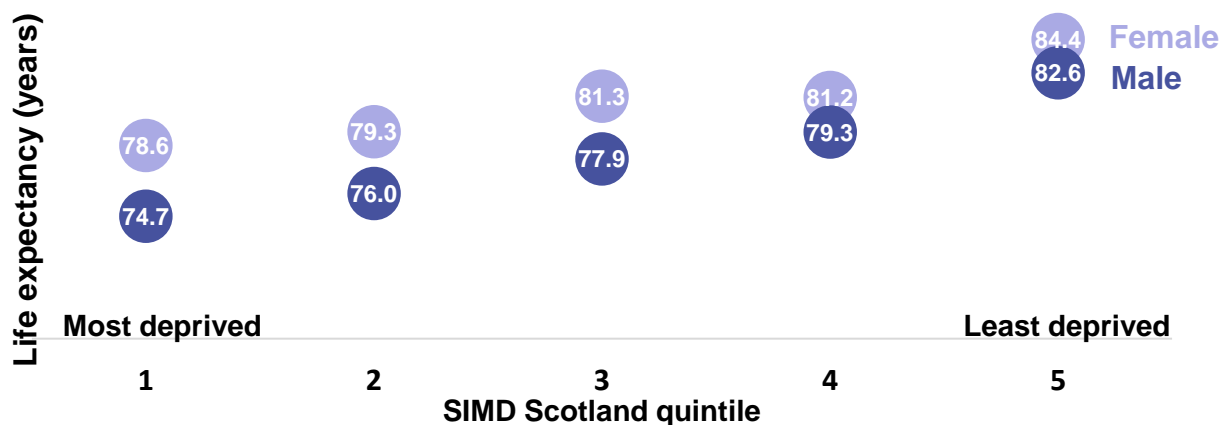


Life expectancy at birth by sex and deprivation, 2014-18 (5-year aggregate)

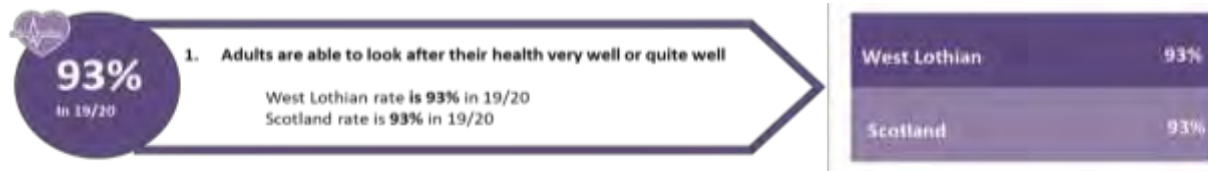
	SIMD Scotland quintile				
	1	2	3	4	5
Female	78.6	79.3	81.3	81.2	84.4
Male	74.7	76.0	77.9	79.3	82.6

Source: NRS

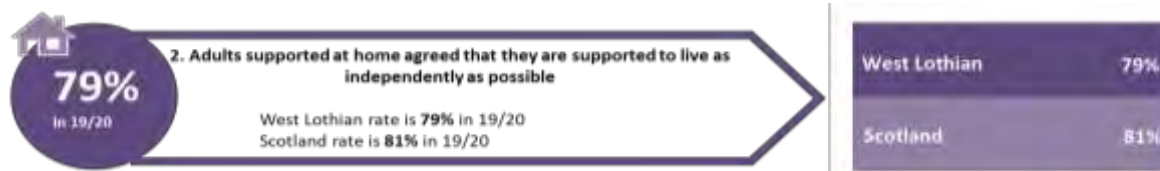
Life expectancy at birth by sex and deprivation, 2014-18 (5-year aggregate)



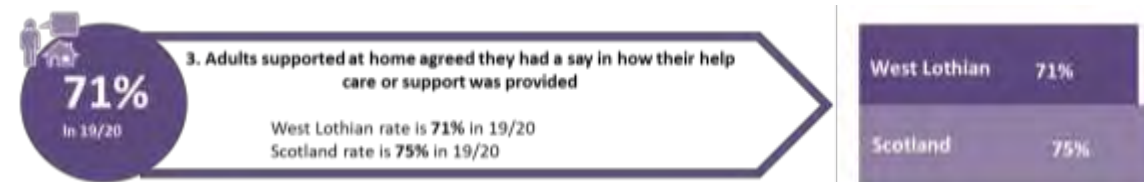
Performance at a Glance



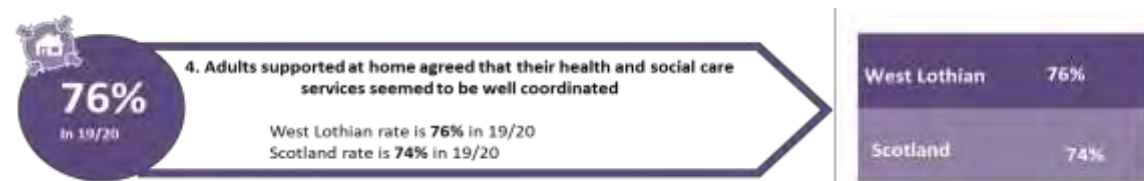
In financial year 2019/20, the percentage of people in West Lothian who thought that they could look after their health very well or quite well was 93%. This is a very positive response, and reflects the response in Scotland for 2019/20.



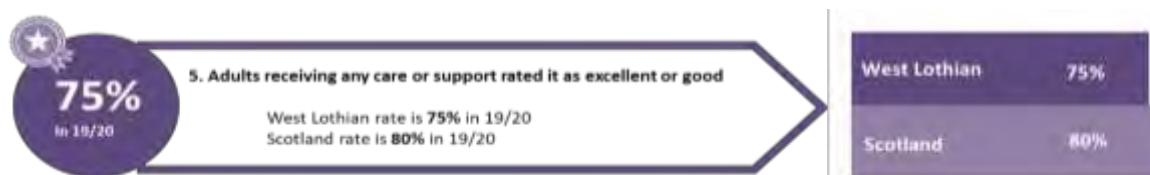
The percentage of adults supported at home who agreed that they are supported to live as independently as possible was 79% in 2019/20. The result for West Lothian sits closely to the Scottish average which is 81%.



In West Lothian, 71% of people surveyed in 2019/20, agreed that they had a say in how their help, care or support was provided. Although this is a relatively high percentage, the result for West Lothian sits 4 percentage points lower than the Scotland average.

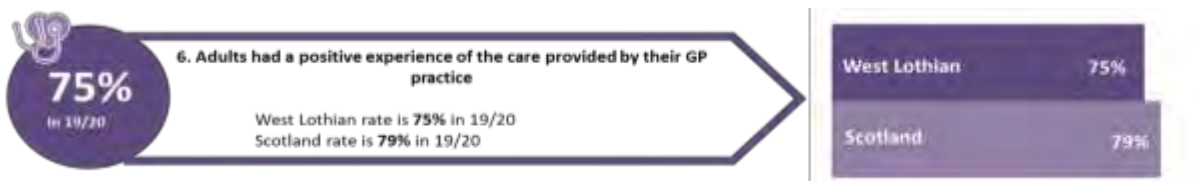


In financial year 2019/20, 76% percentage of adults supported at home, agreed that their health and social care services seemed to be well coordinated. The response for West Lothian sits above the Scottish average of 74%.

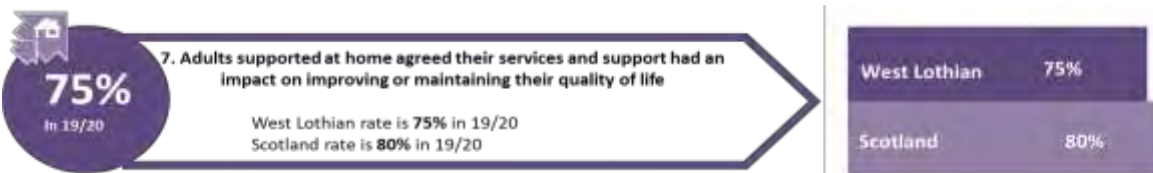


The percentage of adults receiving any care or support, who rated it as excellent was 75% in 2019/20. The Scottish average was 80% in 2019/20.

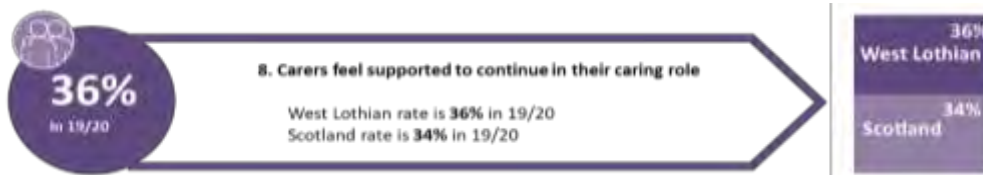
Performance at a Glance



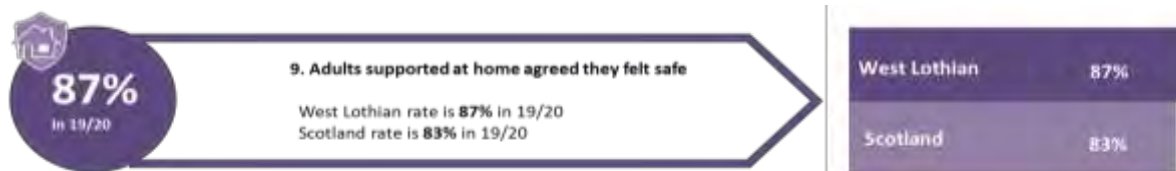
In 2019/20, the percentage of adults who had a positive experience of the care provided by their GP practice was 75%. The Scotland average was 4 percentage points higher for the same year.



The percentage of adults supported at home who agreed that their services and support had an impact on improving or maintaining their quality of life was 75% in 2019/20. The Scotland response rate was slightly higher at 80% in 2019/20.



In the 2019/20 survey, 36% of carers responded saying that that they feel supported to continue in their caring role. West Lothian's rate is slightly higher than the national average of 34% but it is still a concern.



The percentage of adults in West Lothian who responded to the survey, and agreed that they felt safe was 87% in 2019/20. This is higher than the Scottish average which is 83%.

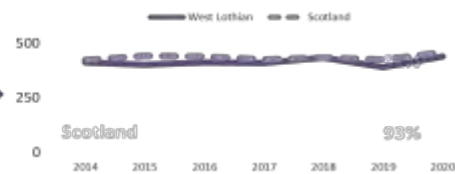
Performance at a Glance



438
in 2020

11. Premature mortality rate

Performance decreased by 12% from 390 in 2019
Scotland rate is 457 in 2020



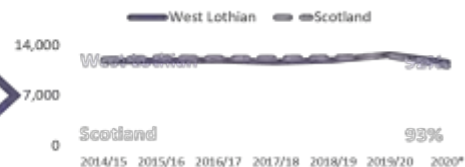
The premature mortality rate, which is the number of people dying before the age of 75, for West Lothian was 438 deaths per 100,000 in 2020. This rate was steadily worsening from 2015 to 2018, the rate is now at its highest value of deaths per 100,000. West Lothian's premature mortality rate has routinely outperformed the Scotland average since 2014. Scotland's premature mortality rate was 457 deaths per 100,000 in 2020.



11,658
in 2020*

12. Emergency admission rate

Performance increased 8% from 12,671 in 2019/20
Scotland rate is 11,100 in 2020*



The rate of emergency admissions in adults per 100,000 has been steadily increasing from 11,811 emergency admissions in 2014/15, to 12,671 admissions in 2019/20. However the latest rate for 2020 is a reduction to 11,658 per 100,000. This trend is also reflected in the Scottish rate. **The reduction in emergency admissions is likely due to the fact that in 2020 there was a national lockdown due to COVID-19 and not a true increase in performance.**



85,554
in 2020*

13. Emergency bed day rate

Performance increased 16% from 102,206 in 2019/20
Scotland rate is 101,852 in 2020*



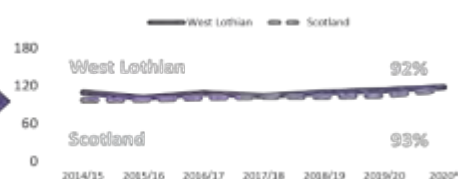
The emergency bed day rate of adults, per 100,000 population, was 85,554 for West Lothian in 2020. This was a decrease of 16,652 bed days compared to 2019/20. This implies that patients are staying for a shorter amount of time in hospital. The Scotland rate in 2020 is 101,852, which is also a large reduction compared to 2019/20. West Lothian has consistently outperformed Scotland's emergency bed day rate. **However, the increased performance is likely to be due to the national lockdown in 2020 due to COVID-19.**



118
in 2020*

14. Readmission rate to hospital within 28 days

Performance decreased 5% from rate of 113 per 1,000 in 2019/20
Scotland rate is 114 per 1,000 in 2020*



The re-admission rate to hospital for adults within 28 days in 2020 was 118 per 1,000 admissions. The trend has been fluctuating since 2014/15, with the highest rate of 118 in 2020, and low of 101 in 2015/16. The Scotland rate has steadily been increasing from 97 in 2014/15 to 114 in 2020.



91%
in 2020*

15. Proportion of the last 6 months of life spent at home or in a community setting

The percentage has increased 2 percentage points from 89% in 2019/20
Scotland rate is 90% in 2020*

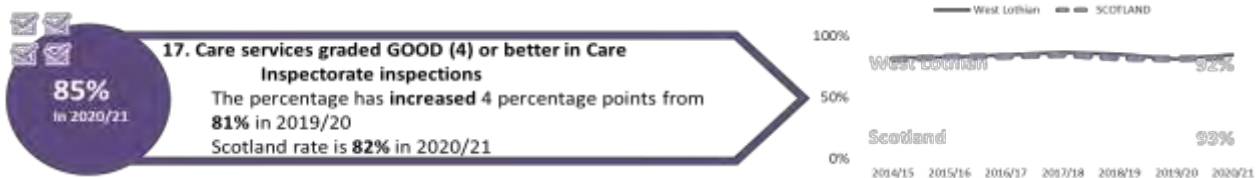


The percentage of time West Lothian residents have spent at home, or in a community setting, during the last six months of their life, has increased from 87% in 2014/15 to 91% 2020. The trend reflects that of Scotland which has also increased from 87% in 2014/15 to 90% in 2020.

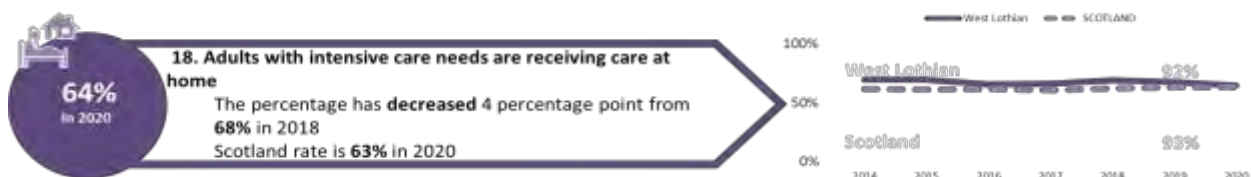
Performance at a Glance



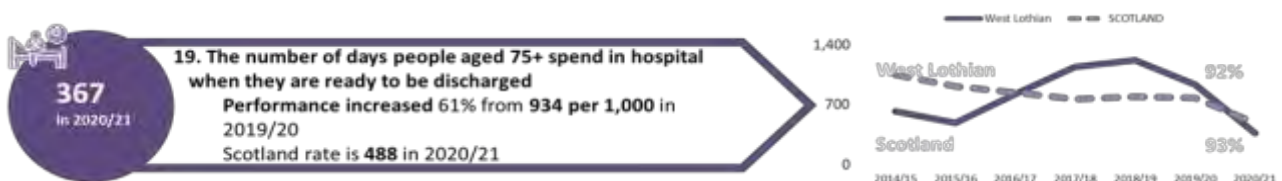
The falls rate for adults aged 65 years and older has been fluctuating since 2014/15, with the highest level of 22 in 2019/20, to the lowest 19 in 2015/16. West Lothian's rate per 1,000 of the population has decreased from 22 in 2019/20 to 20 in 2020. It is also good news that West Lothian has been performing better than the Scotland average since 2014/15.



The overall quality of care as good (4) or better in Care Inspectorate inspections was 85% in 2020/21, which is 3% higher than the Scottish average of 82%. **Not all services are inspected each year and inspections in 2020 were different than in previous years due to the COVID-19 pandemic.**



The latest data we have for this indicator is calendar year 2020, where 64% of adults with intensive care needs are receiving care at home. The trend has remained fairly constant, fluctuating between 64% and 70%. The trend for the Scottish average has remained below the West Lothian rate since 2013.



The number of days which people aged 75 and over spent in hospital when they were ready to be discharged in 2020/21 was 367. This is lower than the Scottish average of 488 and is a decrease of 61% compared to 2019/20. **This is a positive result since this area remains a challenge, however, some of this improvement is likely due to the COVID-19 pandemic that began in 2020 where it was essential hospitals had more capacity for patients with COVID-19.**

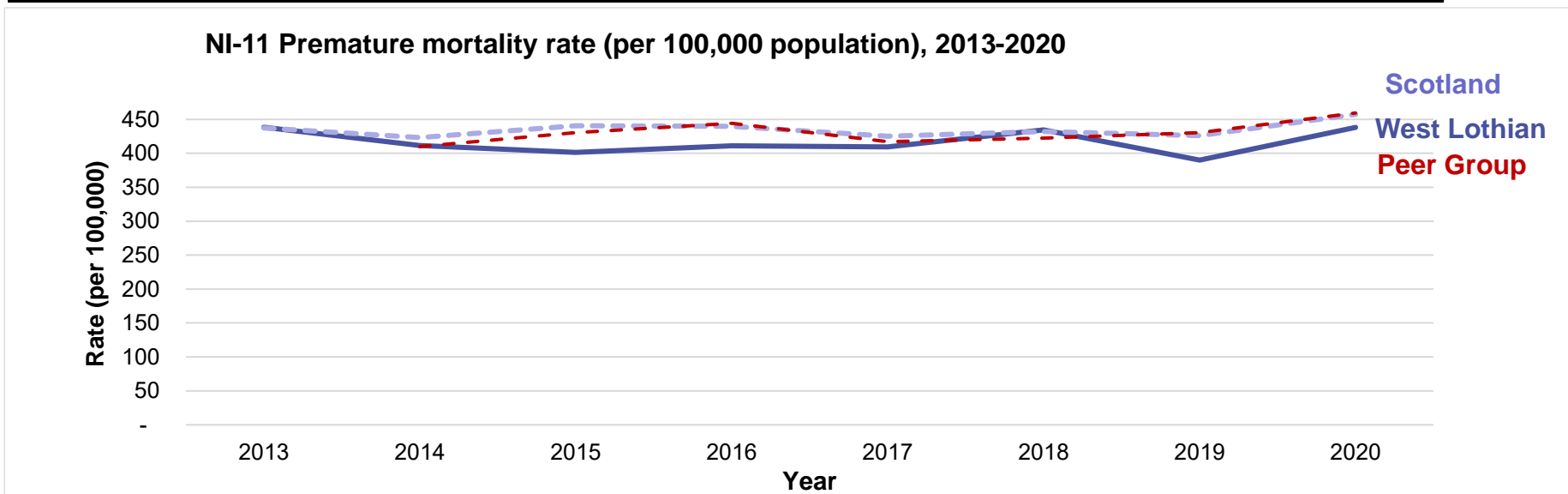


In 2020, the percentage of health and care resources which were spent on hospital stays for emergency admissions was 20%. The Scottish average is slightly higher at 21% in 2020. The trend for West Lothian has remained relatively constant between 20% and 22% since 2014/15. The Scottish average has fluctuated between 21% and 24% over the same time frame.

National Indicators 11 - 20: Time series

NI-11 Premature mortality rate (per 100,000 population), 2013-2020

	2013	2014	2015	2016	2017	2018	2019	2020
West Lothian	438	411	402	411	410	434	390	438
Peer Group Average		410	430	444	417	422	430	459
Scotland	438	423	441	440	425	432	426	457



Notes:

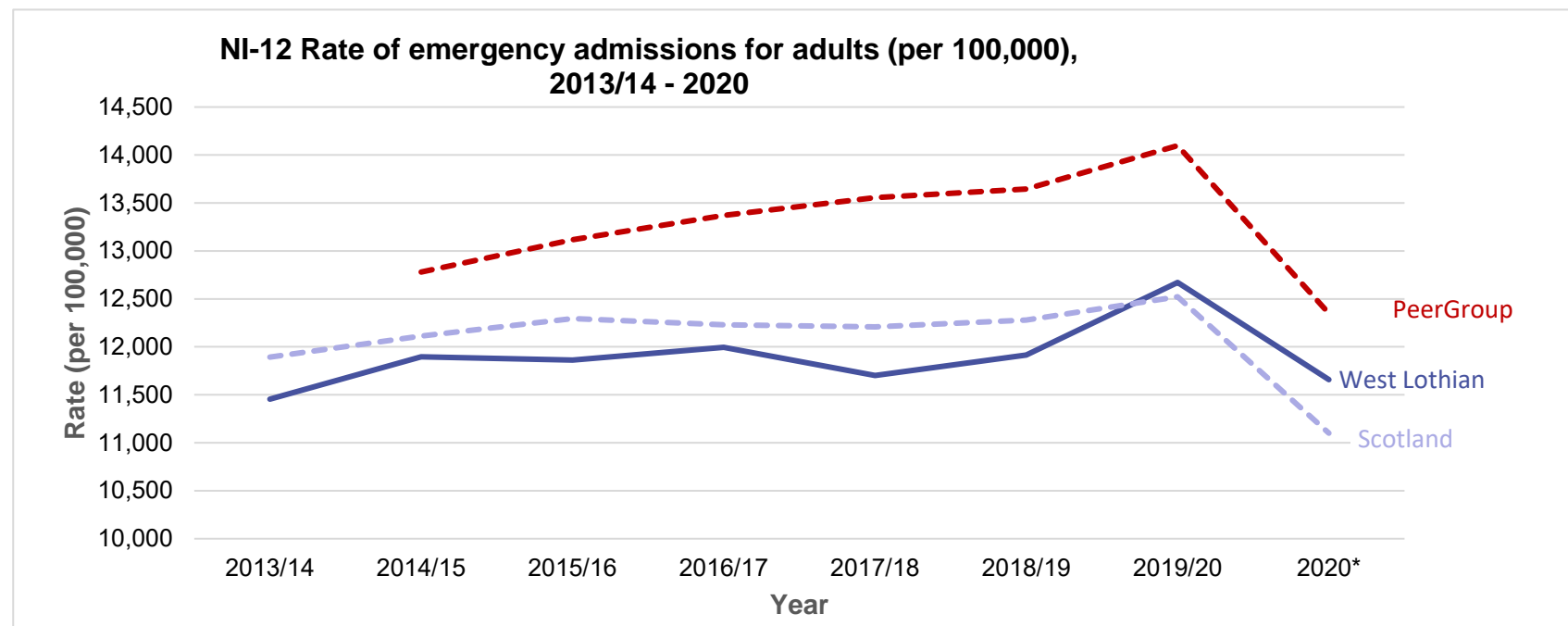
The chart shows that generally West Lothian is performing well against the Scotland and peer group averages for Premature mortality rate. The 2020 figure for West Lothian puts it below that of the Scotland and peer group averages, though all have increased since 2019.

Source: National Records for Scotland (NRS)

National Indicators 11 - 20: Time series

NI-12 Rate of emergency admissions for adults (per 100,000), 2013/14 - 2020

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020*
West Lothian	11,455	11,896	11,861	11,994	11,702	11,914	12,671	11,658
Peer Group		12,779	13,117	13,370	13,556	13,645	14,098	12,349
Scotland	11,892	12,113	12,295	12,229	12,210	12,279	12,522	11,100

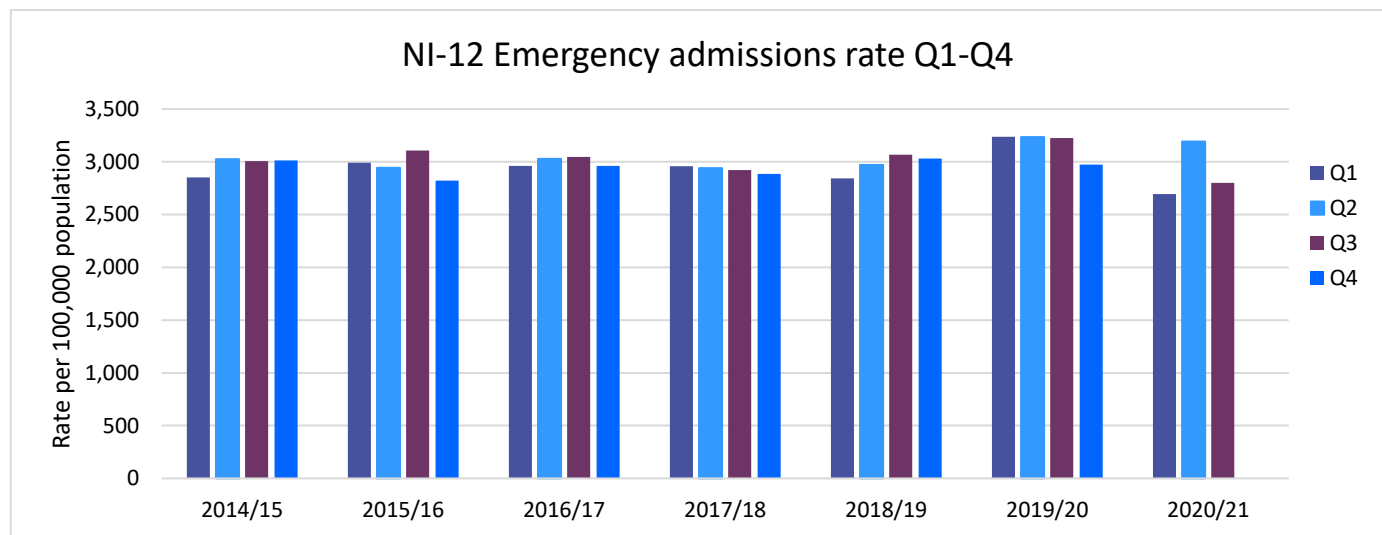


The rate of emergency admissions in adults per 100,000 has been steadily increasing each year from 11,455 emergency admissions in 2013/14, to 12,671 admissions in 2019/20. West Lothian has seen a large increase to its population, especially in people aged over 75 which will partly account for the increase. This increasing trend is also reflected in the Scottish rate. The national average was 12,522 in 2019/20, which is lower than West Lothian.

National Indicators 11 - 20: Time series

NI - 12 Emergency admission rate by quarter

Year	Q1	Q2	Q3	Q4
2014/15	2,850	3,025	3,007	3,012
2015/16	2,990	2,943	3,108	2,821
2016/17	2,960	3,028	3,044	2,962
2017/18	2,956	2,939	2,920	2,886
2018/19	2,844	2,971	3,068	3,032
2019/20	3,238	3,234	3,225	2,974
2020/21	2,693	3,192	2,799	

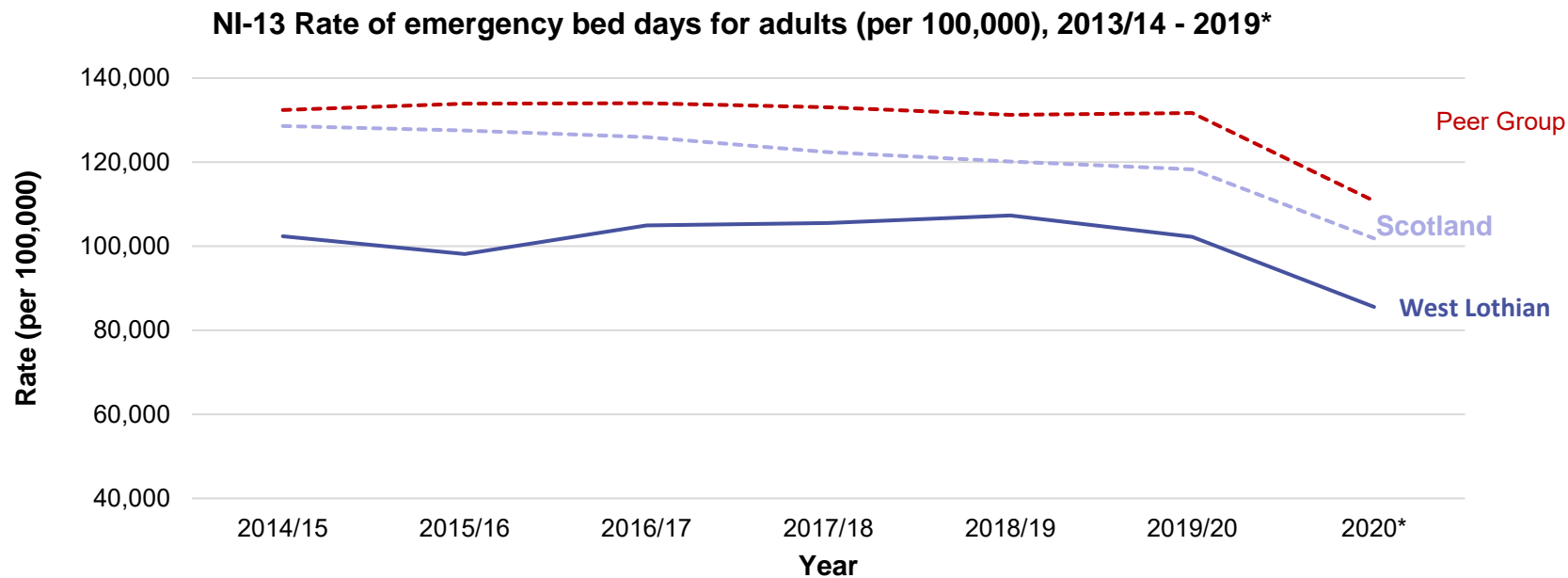


The chart and table above shows the emergency admission rate by quarter from 2014/15 until Q3 in 2020/21. Data for Q1, Q2 and Q3 in 2020/21 are highly provisional. The decrease in emergency admissions can be seen when the first lockdown was announced, and people were actively avoiding hospital. The admissions increased in Q2 when the lockdown was being lifted.

National Indicators 11 - 20: Time series

NI-13 Rate of emergency bed days for adults (per 100,000), 2013/14 - 2020*

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020*
West Lothian	102,402	98,141	104,968	105,556	107,317	102,206	85,554
Peer Group	132,410	133,897	134,024	133,018	131,248	131,725	110,769
Scotland	128,596	127,563	125,948	122,388	120,155	118,288	101,852

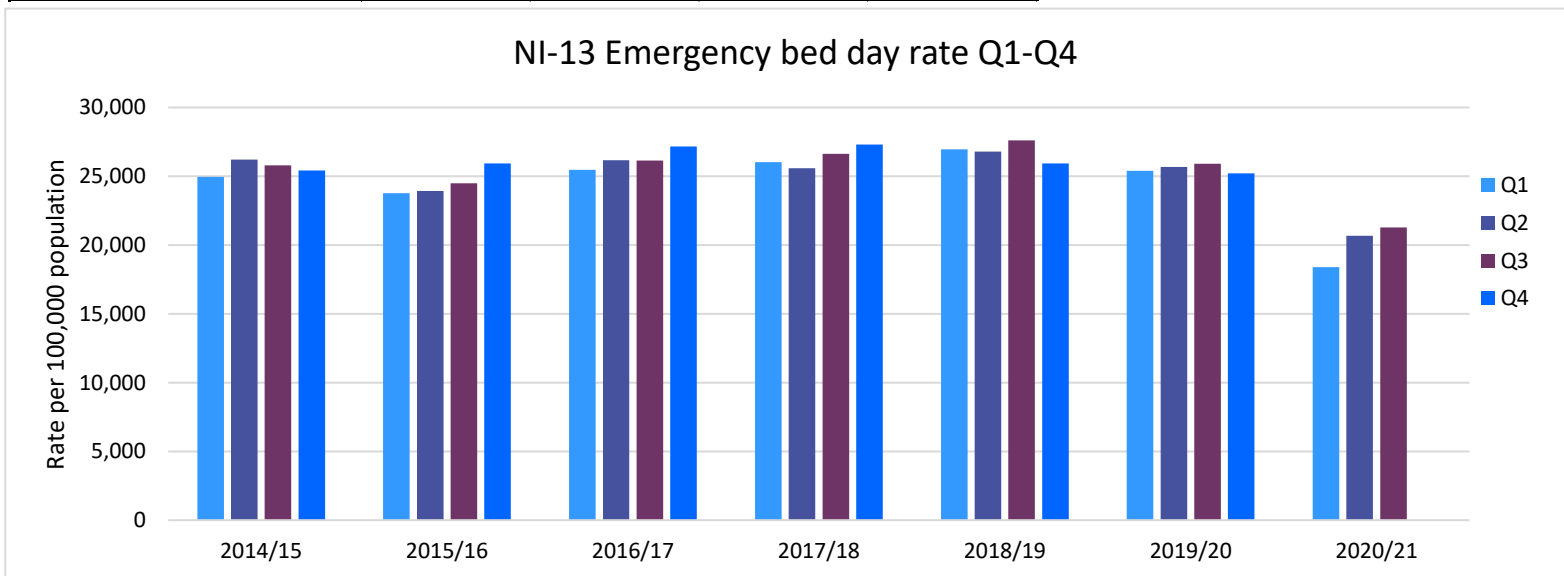


The emergency bed day rate of adults, per 100,000 population, was 102,206 for West Lothian residents in 2019/20. This was a decrease of 5,111 bed days compared to 2018/19. This implies that patients are staying for a shorter amount of time in hospital. The national rate in 2019/20 was 118,288. West Lothian has consistently outperformed Scotland's emergency bed day rate

National Indicators 11 - 20: Time series

NI - 13 Emergency bed day rate by quarter

Year	Q1	Q2	Q3	Q4
2014/15	24,966	26,209	25,804	25,423
2015/16	23,779	23,937	24,491	25,933
2016/17	25,477	26,165	26,147	27,180
2017/18	26,029	25,588	26,640	27,299
2018/19	26,967	26,800	27,611	25,939
2019/20	25,410	25,684	25,909	25,203
2020/21	18,391	20,679	21,281	



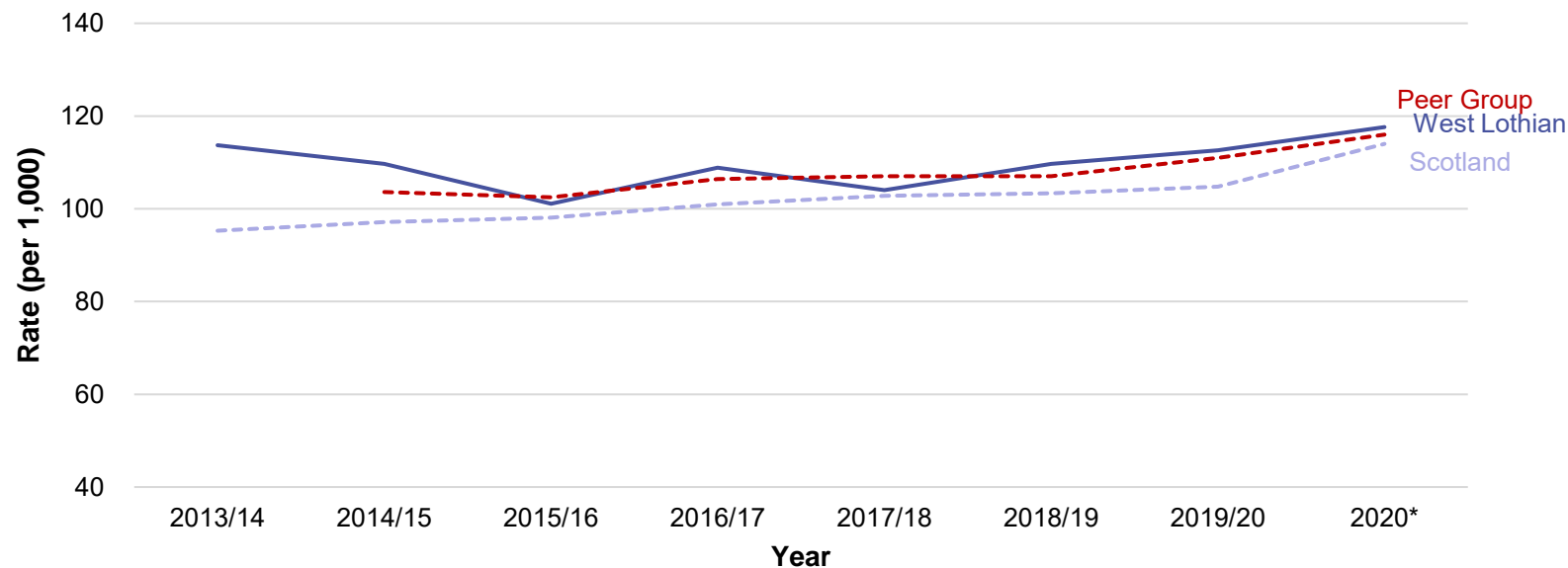
The chart and table above shows the emergency admission rate by quarter from 2014/15 until Q3 in 2020/21. Data for Q1, Q2 and Q3 in 2020/21 are highly provisional. The decrease in emergency admissions can be seen when the first lockdown was announced, and people were actively avoiding hospital. The admissions increased in Q2 when the lockdown was being lifted.

National Indicators 11 - 20: Time series

NI-14 Readmissions to hospital within 28 days of discharge (per 1,000 admissions), 2013/14 - 2020*

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020*
West Lothian	114	110	101	109	104	110	113	118
Peer Group		104	102	106	107	107	111	116
Scotland	95	97	98	101	103	103	105	114

NI-14 Readmissions to hospital within 28 days of discharge (per 1,000 admissions), 2013/14 - 2020

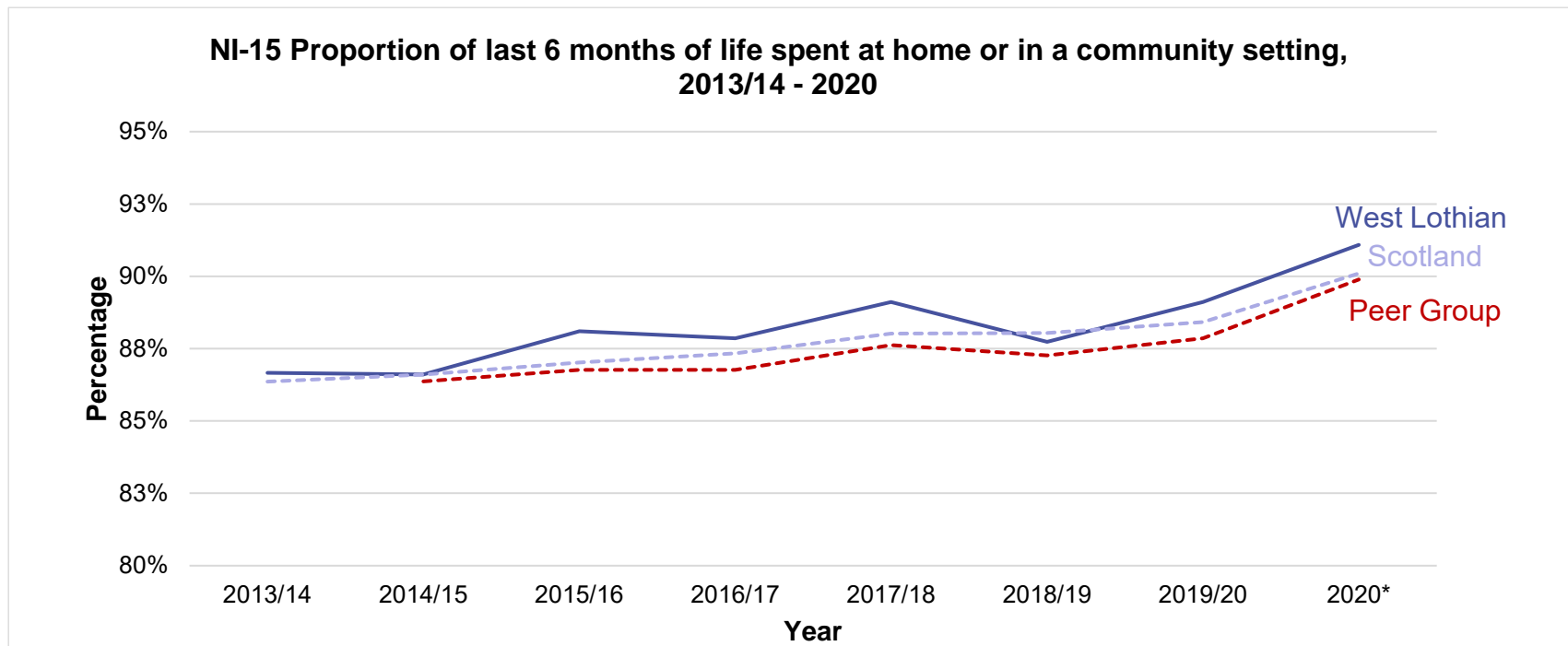


The re-admission rate to hospital for adults within 28 days in 2019 was 113 per 1,000 admissions. The trend has been fluctuating since 2013/14, with the highest rate of 113, and reached as low as 101 in 2015/16. However, the rate has been increasing since then with an increase of 3% between 2018/19 and 2019/20. The national rate has steadily been increasing from 101 in 2015/16, to 113 in 2019/20.

National Indicators 11 - 20: Time series

NI-15 Proportion of last 6 months of life spent at home or in a community setting, 2013/14 - 2020

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020*
West Lothian	87%	87%	88%	88%	89%	88%	89%	91%
Peer Group		86%	87%	87%	88%	87%	88%	90%
Scotland	86%	87%	87%	87%	88%	88%	88%	90%



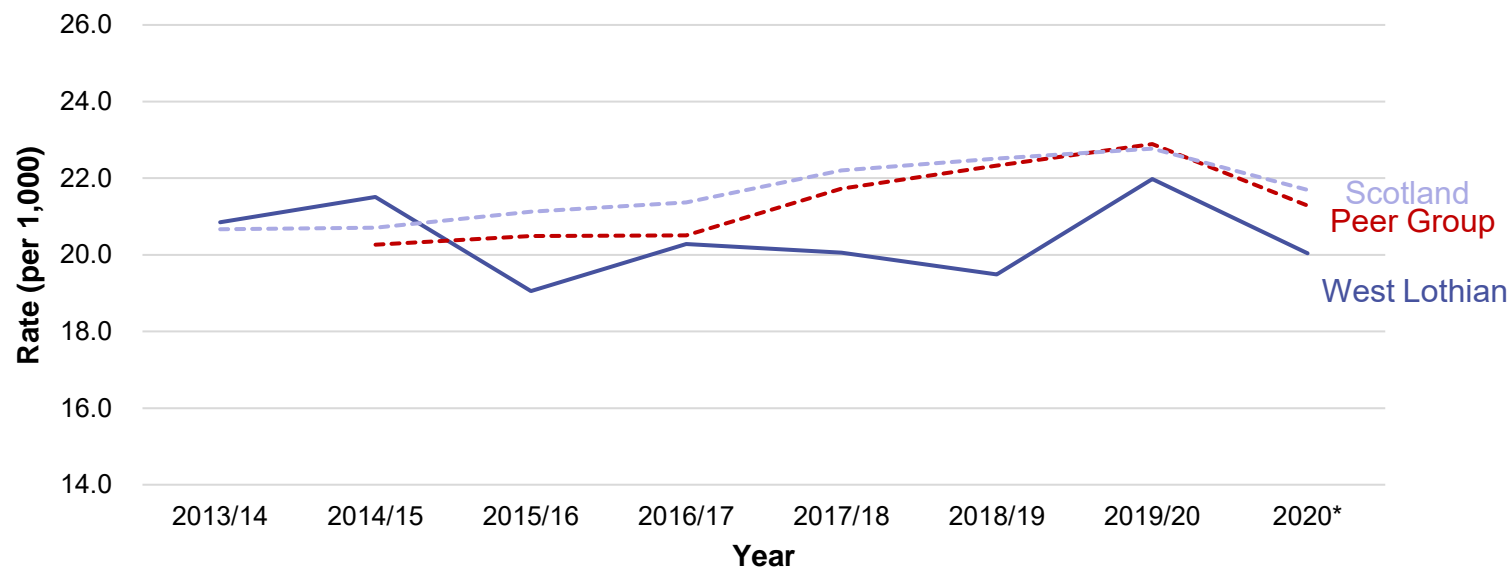
The percentage of time West Lothian residents have spent at home, or in a community setting, during the last six months of their life, has increased from 87% in 2013/14, to 89% 2019/20. The trend reflects that of Scotland which has also increased from 86% in 2013/14, to 90% in 2020.

National Indicators 11 - 20: Time series

NI-16 Falls rate per 1,000 population aged 65+, 2013/14 - 2020

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020*
West Lothian	20.9	21.5	19.1	20.3	20.1	19.5	22.0	20.0
Peer Group		20.3	20.5	20.5	21.7	22.3	22.9	21.3
Scotland	20.7	20.7	21.1	21.4	22.2	22.5	22.8	21.7

NI-16 Falls rate per 1,000 population aged 65+, 2013/14 - 2020*

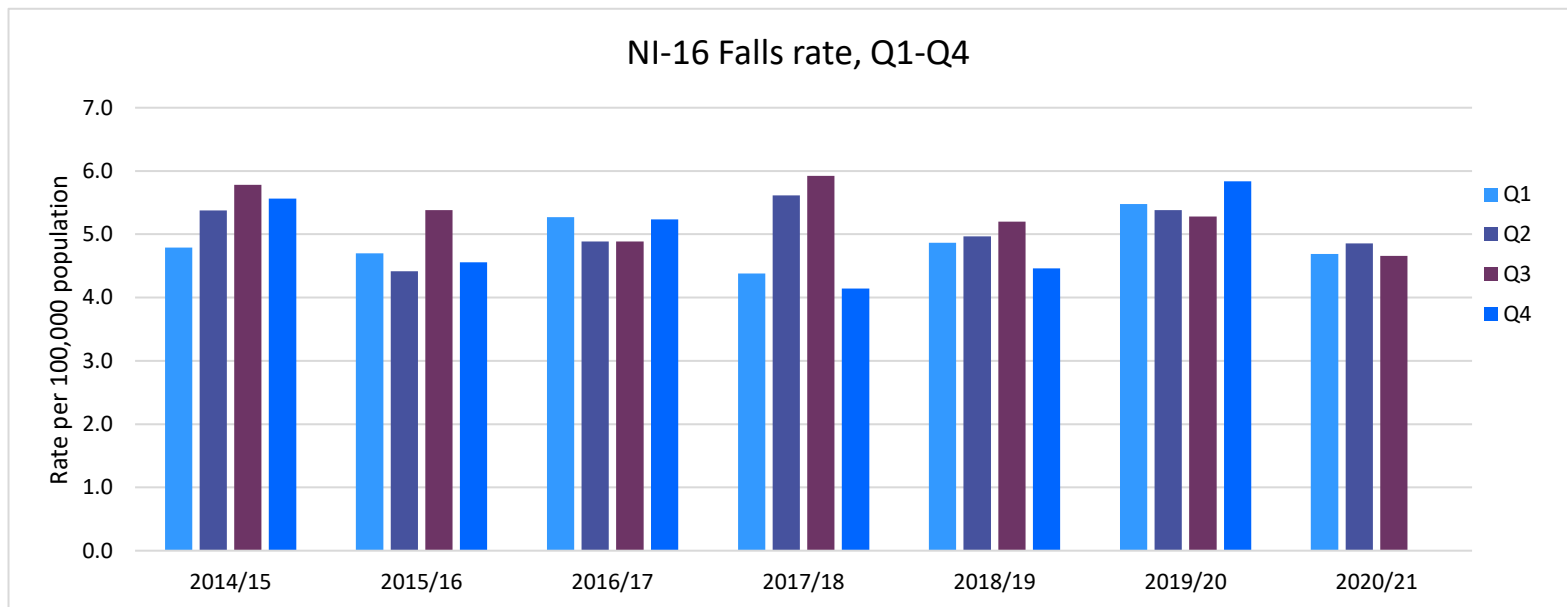


The falls rate for adults aged 65 years and older had been decreasing from its previous highest level of 21.5 in 2014/15, however the rate for 2019/20 was 22.0. It is encouraging that West Lothian is performing better than the Scotland average since 2014/15 and that the 2020 figure shows a decrease to 20.0. However, local investigations need to be carried out to understand the root cause of the increase in 2019/20.

National Indicators 11 - 20: Time series

NI - 16 Falls rate per 1,000 population aged 65+ by quarter

Year	Q1	Q2	Q3	Q4
2014/15	4.8	5.4	5.8	5.6
2015/16	4.7	4.4	5.4	4.6
2016/17	5.3	4.9	4.9	5.2
2017/18	4.4	5.6	5.9	4.1
2018/19	4.9	5.0	5.2	4.5
2019/20	5.5	5.4	5.3	5.8
2020/21	4.7	4.9	4.7	

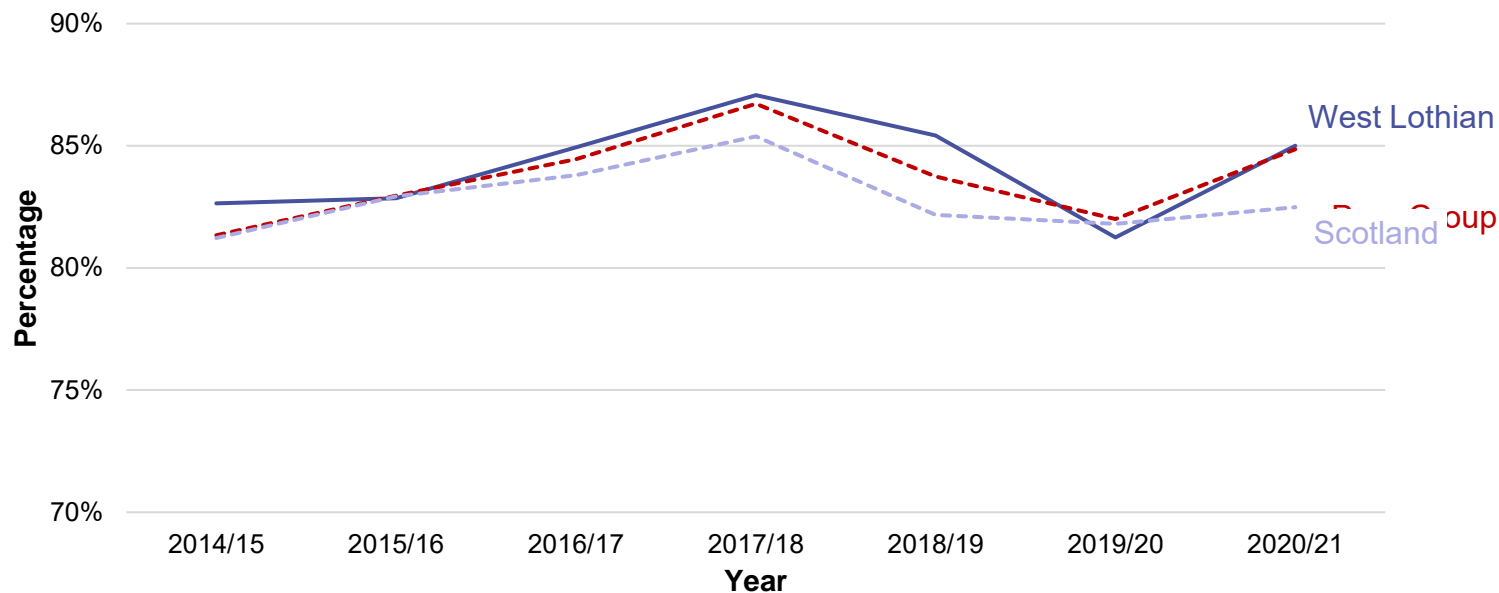


National Indicators 11 - 20: Time series

NI-17 Proportion of care services graded 'good' or better in Care Inspectorate inspections, 2014/15 - 2020/21

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
West Lothian	83%	83%	85%	87%	85%	81%	85%
Peer Group	81%	83%	84%	87%	84%	82%	85%
Scotland	81%	83%	84%	85%	82%	82%	82%

NI-17 Proportion of care services graded 'good' or better in Care Inspectorate inspections, 2014/15 - 2020/21

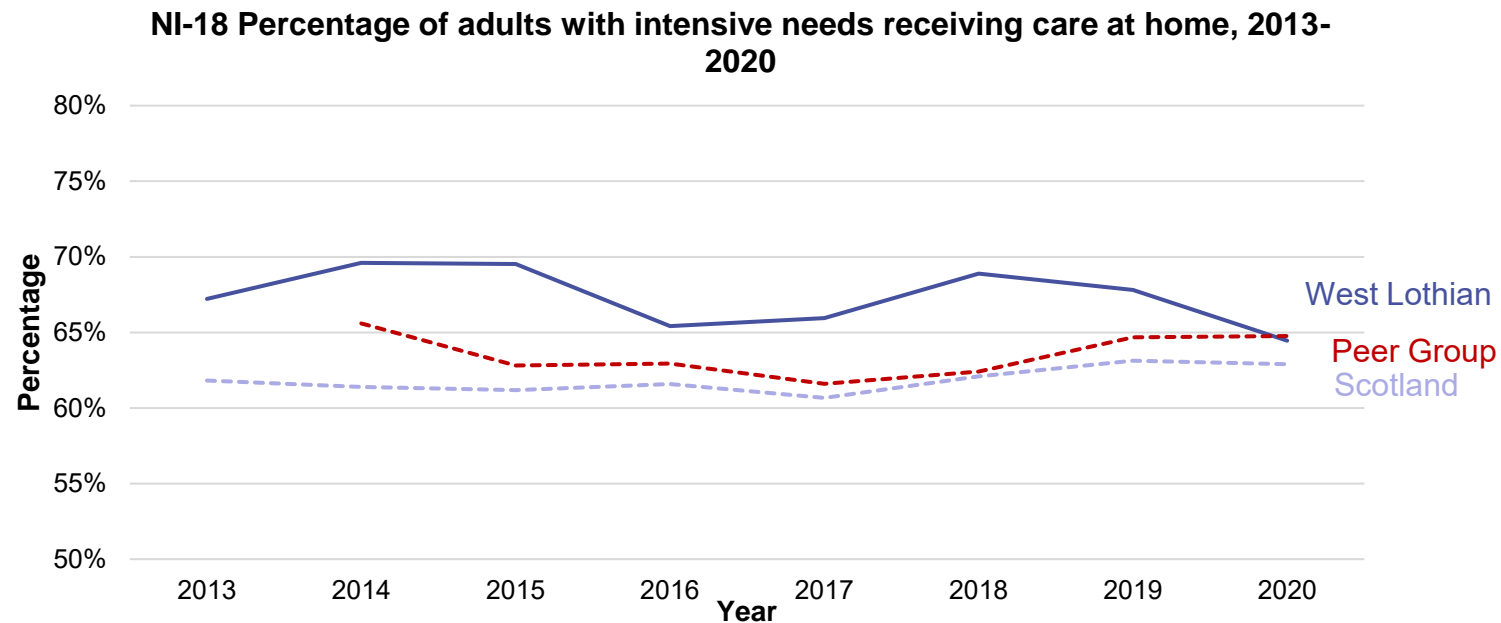


The overall quality of care as good (4) or better in Care Inspectorate inspections was 85% in 2020/21, which is 3 percentage points higher than the Scottish average of 82%. There has been a continued downward trend in the grades from 87% in 2017/18, with a dip to 81% in 2019/20. Not all services are inspected each year.

National Indicators 11 - 20: Time series

NI-18 Percentage of adults with intensive needs receiving care at home, 2013-2020

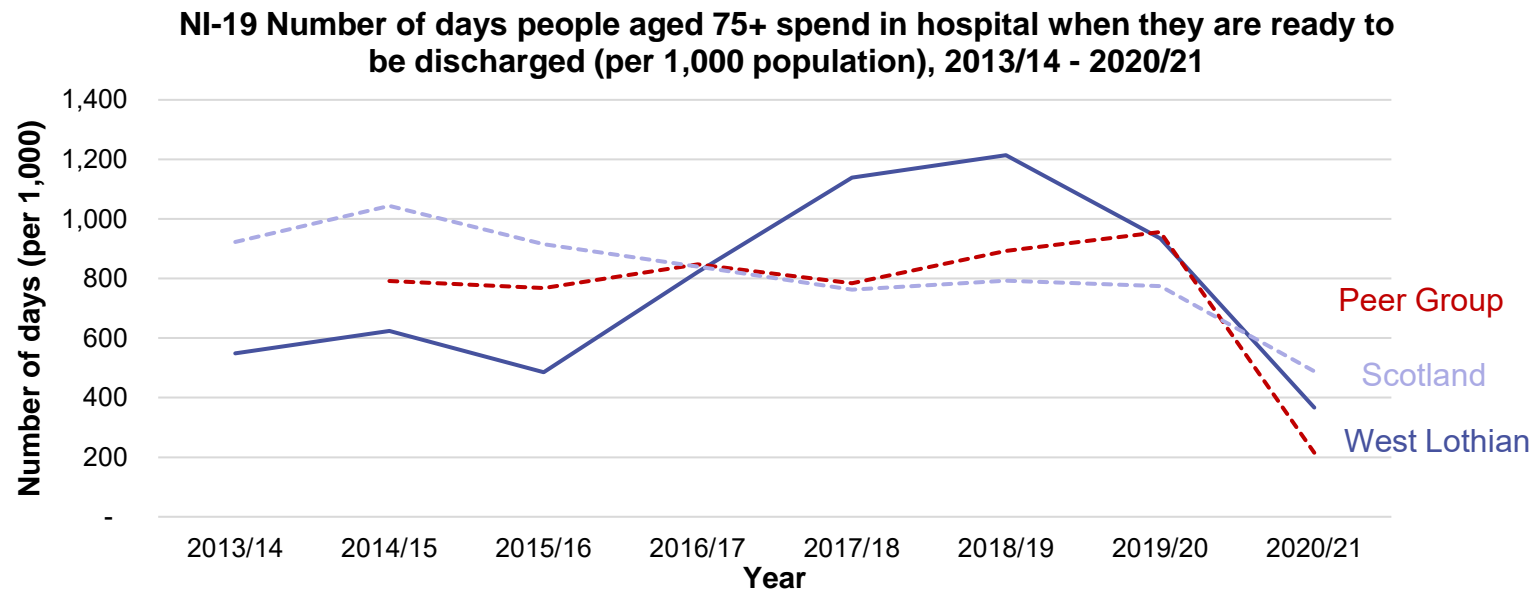
	2013	2014	2015	2016	2017	2018	2019	2020
West Lothian	67%	70%	70%	65%	66%	69%	68%	64%
Peer Group		66%	63%	63%	62%	62%	65%	65%
Scotland	62%	61%	61%	62%	61%	62%	63%	63%



National Indicators 11 - 20: Time series

NI-19 Number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1,000 population), 2013/14 - 2020/21

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
West Lothian	549	624	485	822	1,139	1,214	934	367
Peer Group		792	768	848	784	893	956	215
Scotland	922	1,044	915	841	762	793	774	488

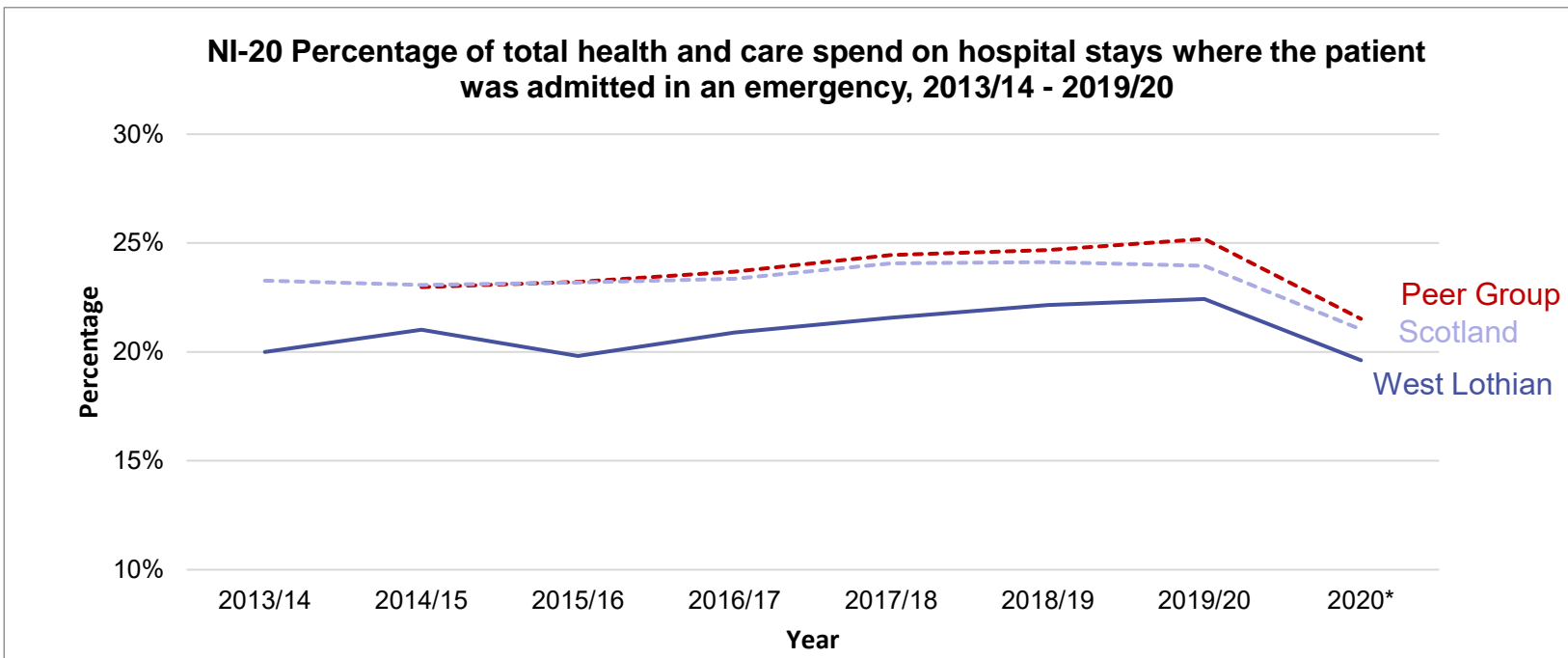


In 2020/21 the number of days, per 1,000 population, which people aged 75 and over spent in hospital when they were ready to be discharged was 367, lower than the Scotland average of 488. West Lothian saw an increase in this rate from 2015/16 to a peak in 2018/19 of 1,214. West Lothian has improved performance in this area with a decrease of 23% in 2019/20 compared to 2018/19, and a further decrease in 2020/21 however this will be in part due to the pandemic response.

National Indicators 11 - 20: Time series

NI-20 Percentage of total health and care spend on hospital stays where the patient was admitted in an emergency,

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020*
West Lothian	20%	21%	20%	21%	22%	22%	22%	20%
Peer Group		23%	23%	24%	24%	25%	25%	22%
Scotland	23%	23%	23%	23%	24%	24%	24%	21%

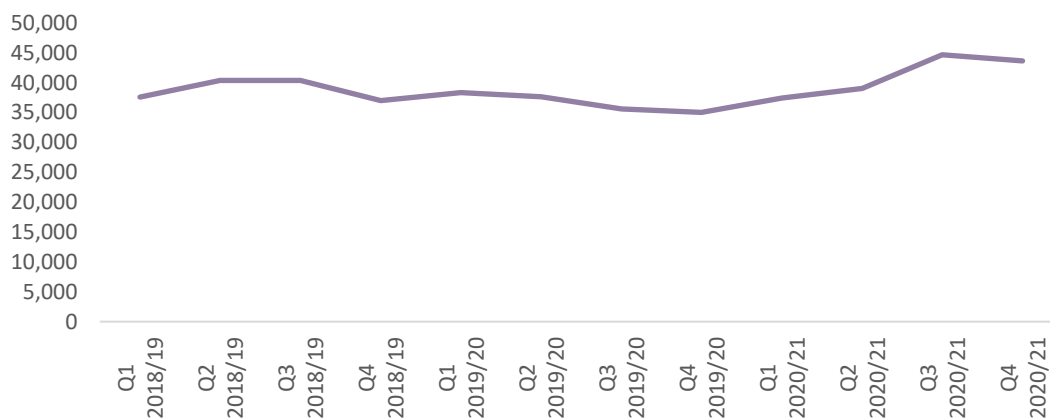


In 2020, the percentage of health and care resources which were spent on hospital stays for emergency admissions was 20%. West Lothian has performed better than the Scottish average which is 21%. The trend for West Lothian has remained relatively constant between 20% and 22% since 2013/14. The national average has fluctuated between 23% and 24% over the same time frame.

Social Care Indicators

Homecare - Care at Home services and HWC

	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Internal Hrs	37,583	40,382	40,376	36,977	38,321	37,644	35,582	35,028	37,437	39,020	44,674	43,643
External Hrs	258,981	206,643	255,520	231,597	278,892	297,336	280,257	269,163	271,774	282,927	318,735	307,784

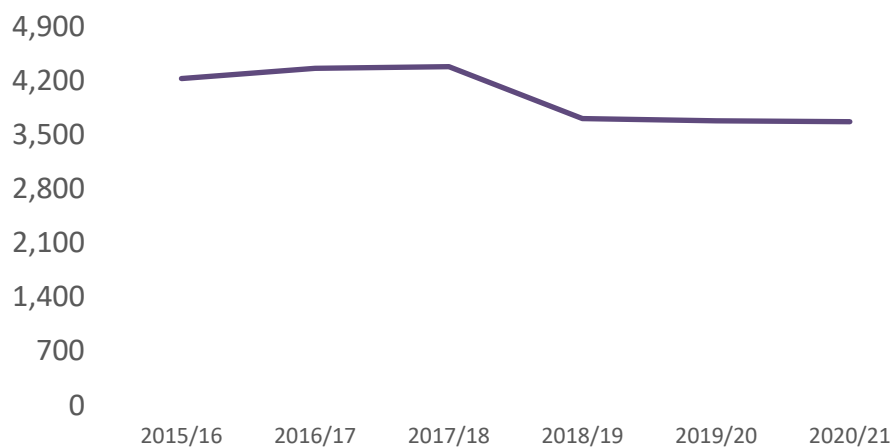


Telecare is an important element of the Scottish Governments strategy to support older people for as long as possible in their own home. West Lothian was an early implementer of technology at scale and there is therefore a high volume of provision. Nevertheless, performance in 2018/19 against that in 2017/18 reduced by 672 households. This is due to the introduction of a charge for the service which resulted in a number of existing and new customers concluding that this was no longer a priority for them. Conversely, performance has increased into 2020/21, which is expected to be an effect of the coronavirus pandemic.

Social Care Indicators: Telecare

Number of Households Receiving Telecare; financial year

Year	number of households
2015/16	4,224
2016/17	4,360
2017/18	4,380
2018/19	3,708
2019/20	3,681
2020/21	3,668

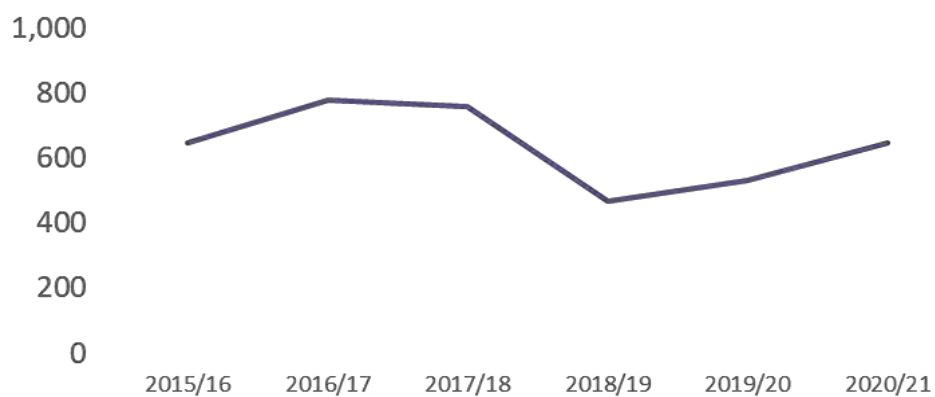


This indicator measures the total number of households receiving telecare, enabling people to stay independently in their own homes for as long as possible where it meets their needs, is based on choice and is safe for them and their carers. This is a key performance measure in the government's Reshaping Care for Older People programme.

The numbers seem to have 'settled' over the last 3 years but given there are a number of alternative technologies emerging which offer home health monitoring in addition to more traditional telecare we will be taking a more aspirational approach in 2021/22 have set an ambitious target of 4,000 households to demonstrate our commitment to increasing the number of people who use telecare

Number of New Telecare unit instalations; financial year

Year	Number of new Telecare installations
2015/16	645
2016/17	780
2017/18	757
2018/19	469
2019/20	531
2020/21	647

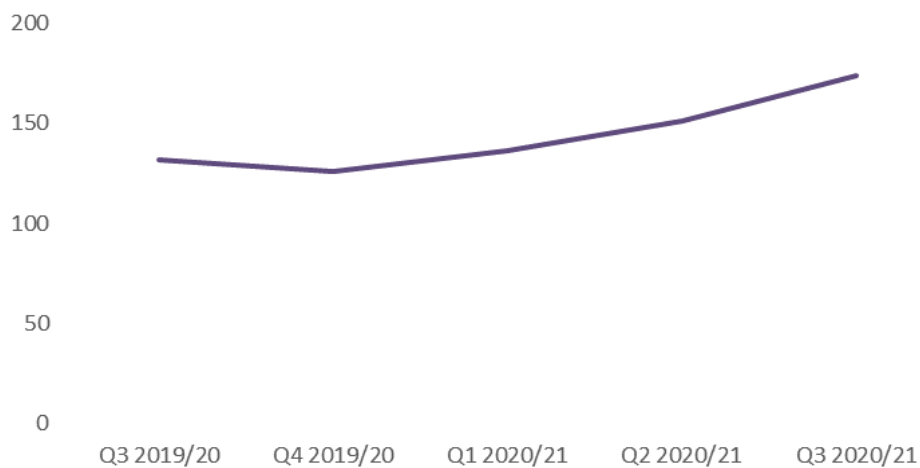


The provision of telecare enables disabled, elderly and vulnerable people to stay independently in their own homes. It contributes to people being able to stay independently in their own homes for as long as possible and also supports earlier hospital discharge. Telecare provision is an important element in the government's Reshaping Care for Older People strategy; this indicator measures the growth in the local provision in West Lothian.

Despite the COVID19 pandemic and its impact and challenges, there was an increase in the number of new Telecare installations over 2020/21 however, we anticipate that the demand for this service may decrease as increased choice and alternative methods of care are introduced into the market. Therefore, the target for 2021/22 will remain at 200 installations.

Number of New Telecare unit instalations; quarter

Quarter	Number of new Telecare installations
Q3 2019/2	132
Q4 2019/2	126
Q1 2020/2	136
Q2 2020/2	151
Q3 2020/2	174



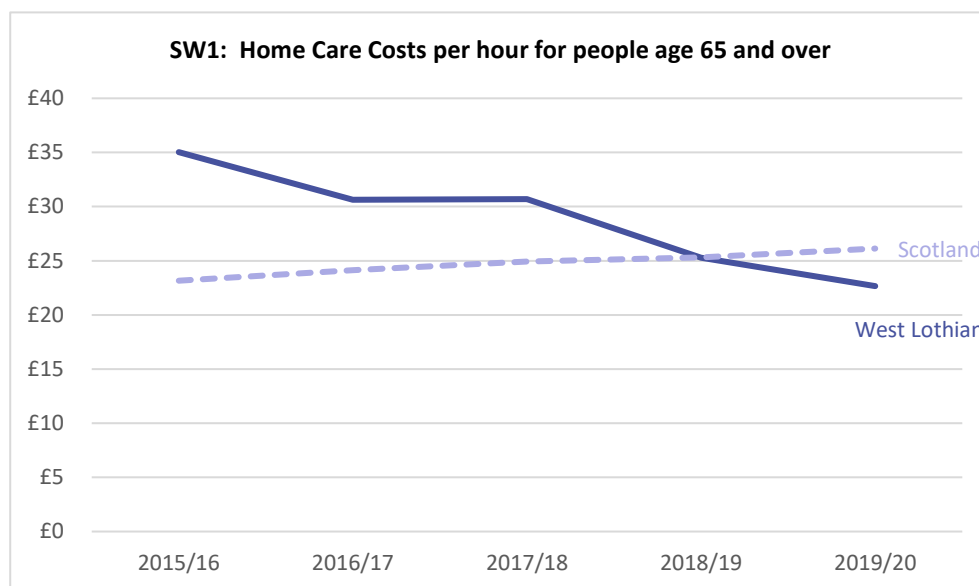
The trend is for a slight increase in the number of new Telecare installations, however the demand for this service may decrease as increased choice and alternative methods of care are introduced into the market.

In Q4 of 2019/20, the number of new installations was 126 and this has increased month on month to 174 in Q3 of 2020/21. The quarterly performance of this indicator is subject to a number of factors and being a small team, levels of performance are particularly vulnerable to minor variations in staffing capacity. Equally, there are minor variations in demand per quarter, which can affect the performance for this indicator.

Social Care Indicators: SW1 Home Care Costs

SW1: Home care costs per hour for people aged 65 or over

Local Authority	2015/16	2016/17	2017/18	2018/19	2019/20
West Lothian	£35.03	£30.64	£30.69	£25.27	£22.66
Scotland	£23.16	£24.14	£24.92	£25.30	£26.13



West Lothian costs have been decreasing steadily over time. However, the Home Care costs will increase when this indicator is recalculated as more people receive personalised and specialised care in their own home, as we aim to increase the use of such services as an alternative to residential care, where possible

LGBF Ranking

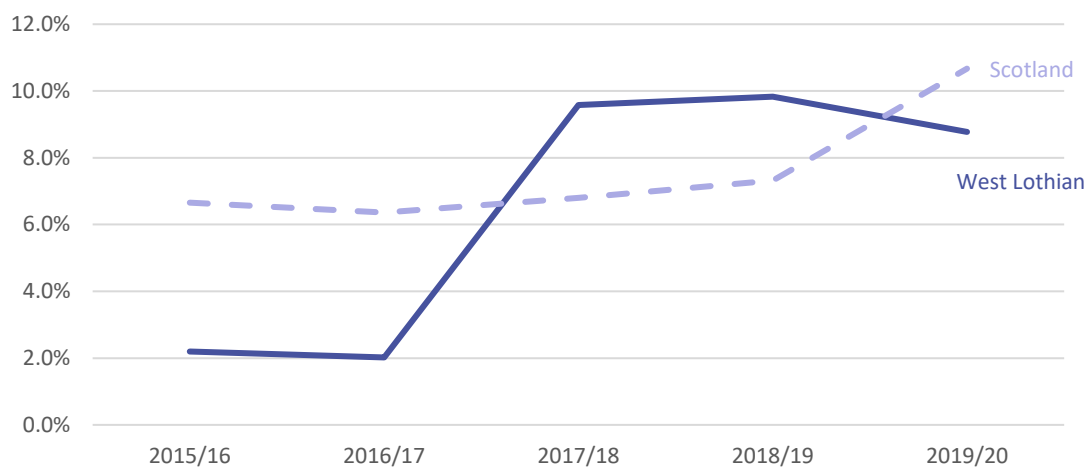
Local Authority	Rank 2018-19	Rank 2019-20	Ranking difference
West Lothian	16	9	7

Social Care Indicators: SW2 Direct payments

SW2: Direct Payments + Managed Personalised Budgets spend on adults 18+ as a percentage of total social work spend on adults 18+

Local Authority	2015/16	2016/17	2017/18	2018/19	2019/20
West Lothian	2.2%	2.0%	9.6%	9.8%	8.8%
Scotland	6.7%	6.4%	6.8%	7.3%	10.7%

SW2: Direct Payments + Managed Personalised Budgets spend on adults 18+ as a percentage of total social work spend on adults 18+



Direct payments are a funding choice in personal budgets. They allow you to purchase your own care and support services, with the aim of maximising your involvement and control over how your needs are met. This percentage needs to improve in West Lothian as we want more people to be in control of their own funding choices.

LGBF Ranking

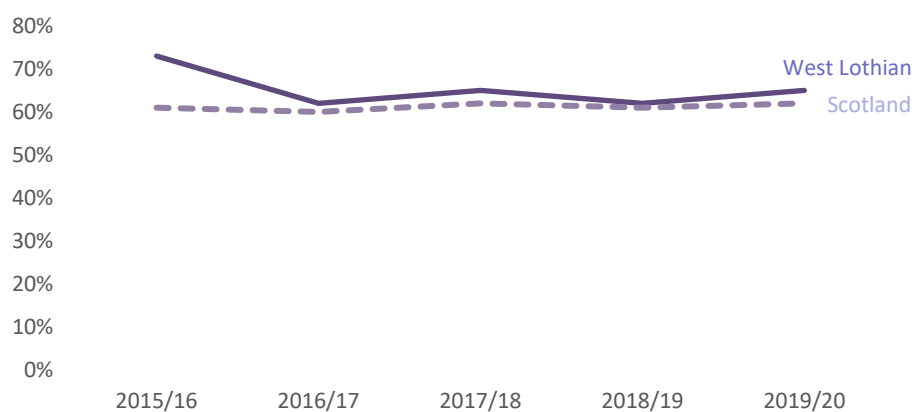
Local Authority	Rank 2018-19	Rank 2019-20	Ranking difference
West Lothian	3	6	-3

Cost increases can be seen in both a positive and negative way. An increase in costs can imply that there is better care, but this cannot be evidenced, or an inefficient use of funds.

Social Care Indicators: SW3a Long-term Care needs

SW3a: Percentage of people aged 65 or over with with long-term care needs receiving personal care at home

	2015/16	2016/17	2017/18	2018/19	2019/20
West Lothian	73%	62%	65%	62%	65%
Scotland	61%	60%	62%	61%	62%



In 2019/20 the percentage of people age 65 + with long term needs receiving personal care at home was 65%. This percentage has been fluctuating between 73% and 65% over the past five years. The national average has remained relatively steady at around 61%. Currently, West Lothian has a higher proportion of people who receive this service, and could continue to increase with the aging population in the area.

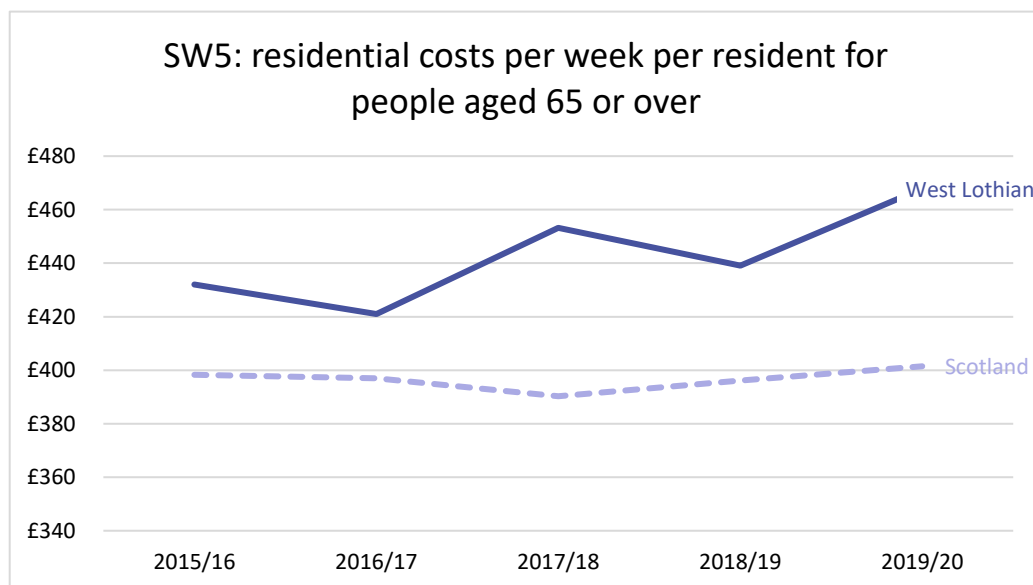
LGBF Ranking

	Rank 2018-19	Rank 2019-20	Ranking difference
West Lothian	17	12	5

Social Care Indicators: SW5 Residential Costs

SW5: Residential costs per week per resident for people aged 65 or over

	2015/16	2016/17	2017/18	2018/19	2019/20
West Lothian	£431.97	£420.99	£453.19	£439.07	£467.87
Scotland	£398.34	£397.00	£390.27	£396.17	£401.46



The residential costs per week in West Lothian has continued to grow from £431.97 in 2015/16, to £467.87 in 2019/20. The national average has only increased by £3.12 over the same time frame, and is currently £66.41 lower than the West Lothian cost.

LGBF Ranking

	Rank 2018-19	Rank 2019-20	Ranking difference
West Lothian	19	23	-4

Key

- ↓ Percentage / rate has decreased. Performance has also decreased
- ↑ Percentage / rate has increased. Performance has improved
- Percentage / rate has remained the same. Performance is unchanged

- ↑ Percentage / rate has increased. Performance has worsened
- ↓ Percentage / rate has decreased. Performance has improved