

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**

<b>I Council Values</b>	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.
<b>II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	Public Bodies (Joint Working) Act 2014
<b>III Implications for Scheme of Delegations to Officers</b>	N/A
<b>IV Impact on performance and performance Indicators</b>	N/A
<b>V Relevance to Single Outcome Agreement</b>	N/A
<b>VI Resources - (Financial, Staffing and Property)</b>	As set out in the West Lothian IJB Strategic Plan 2019 - 2023
<b>VII Consideration at PDSP</b>	N/A
<b>VIII Other consultations</b>	The report was submitted to the IJB on 13 <sup>th</sup> January 2022

## **D. TERMS OF REPORT**

### **D.1 Background**

- D.1i** 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.1ii** The format of the quarterly performance report is based on consultation with Integration Joint Board members during development sessions and a request for a more streamlined report to be presented. 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.
- D.1iii** 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. Comparisons are also made with the Scottish position wherever possible.
- D.1iv** It should be noted that services have been operating in challenging circumstances over the past two years. There have been significant challenges with staffing and service delivery over recent months. The pandemic has undoubtedly impacted performance in a range of ways which makes it difficult to draw comparisons and conclusions from the available data.
- D.1v** Work continues to develop the use of data to better understand operational performance and inform transformational change. The Chief Officer has established a Finance, Performance and Transformation Group which now meets regularly to oversee service delivery and transformation

### **D.2 Performance Pack**

A performance pack which includes an overview of the National Performance Indicators and a summary of performance in relation to the Scottish Government's Ministerial Strategic Group integration indicators included at Appendix 1.

### **D.3 Locality Profiles**

The West Lothian Integration Joint Board agreed to the development of a new strategic plan to be implemented in April 2023. In order to inform development of the new plan, it is important to have access to baseline data and a profile of health and social care across the area.

Colleagues from the Local Intelligence Support Team (LIST) in Public Health Scotland developed two locality profiles which include information on demographics, households, general health, hospital and community services for the East and West localities of West Lothian. The profiles were considered by the IJB's Strategic Planning Group in December 2021 and will be used as the starting point for work on the new strategic plan. Some of the key observations are as follows:

- 27% of the population in the East live in the least deprived SIMD quintile compared with 5.2% in the West
- 12% of the population in the East live in the most deprived quintile compared with 19% in the West
- Council Tax Band A-C – 69% West, 61% East
- Council Tax Band F-H – 8.3% West, 15% East
- Both male and female life expectancy are better in the East than the West, with West in line with the Scottish position
- Mortality rates are higher in the West than the East
- There is consistency in the percentage of people living with long term conditions across East, West and Scotland (19%)
- The three long term conditions with highest prevalence are arthritis, cancer and coronary heart disease
- A&E attendances are higher in West Lothian than in Scotland
- Bed days lost to delayed discharge is much better than the Scottish position
- The rate per 100,000 of emergency admissions for mental health reasons is higher in the West than East but the rate for West Lothian as a whole is higher than Scotland
- The rate of falls per 100,000 is consistent across West Lothian (518) but the rate is lower than across Scotland (658)

## **E. CONCLUSION**

The Panel is asked to note the latest performance report and to note the work underway to establish baseline data for the development of the next strategic plan.

## **F. BACKGROUND REFERENCES**

Appendices/Attachments: Appendix 1 – Interim Performance Report and MSG Slide Pack

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3<sup>rd</sup> February 2022

# 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	11,662	12,673	↓	11,111	↑	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 12,673 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 11,662, though this is higher than the Scotland average
NI - 13	87,423	103,117	↓	102,961	↓	Quarterly	West Lothian has consistently outperformed Scotland's emergency bed day rate
NI - 14	118	112	↑	115	↑	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 115 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	81
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	81
Scotland	80

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

West Lothian	75
Peer Group Average	78
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	85
Scotland	83



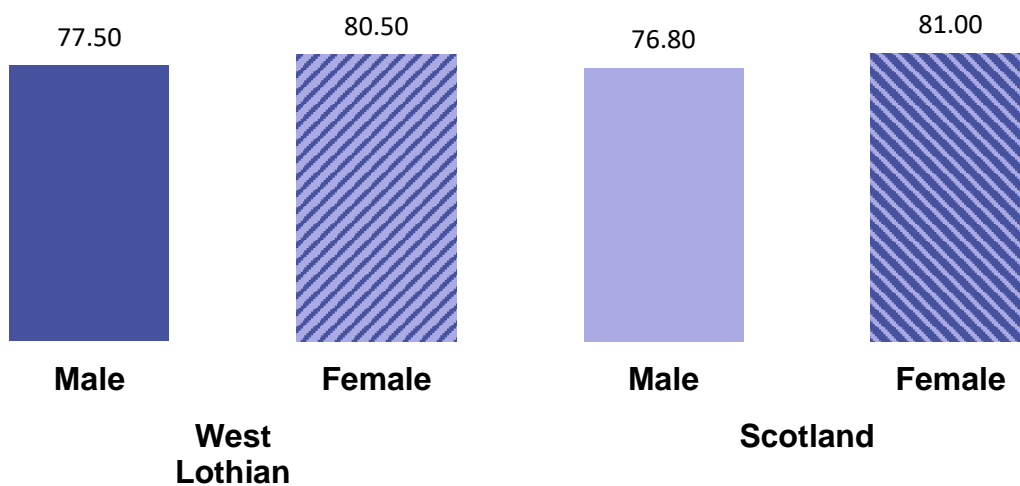
## Life Expectancy

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

		2012-14	2013-15	2014-16	2015-17	2016-18	2017-19	2018-20
West Lothian	Male	77.91	78.21	78.28	78.08	77.79	77.87	77.50
	Female	80.54	80.80	80.78	80.97	80.78	80.97	80.50
Scotland	Male	77.08	77.12	77.09	77.02	77.06	77.16	76.80
	Female	81.07	81.13	81.14	81.08	81.08	81.14	81.00

Source: NRS

Life expectancy at birth by sex, 2018-20 (3-year aggregate)

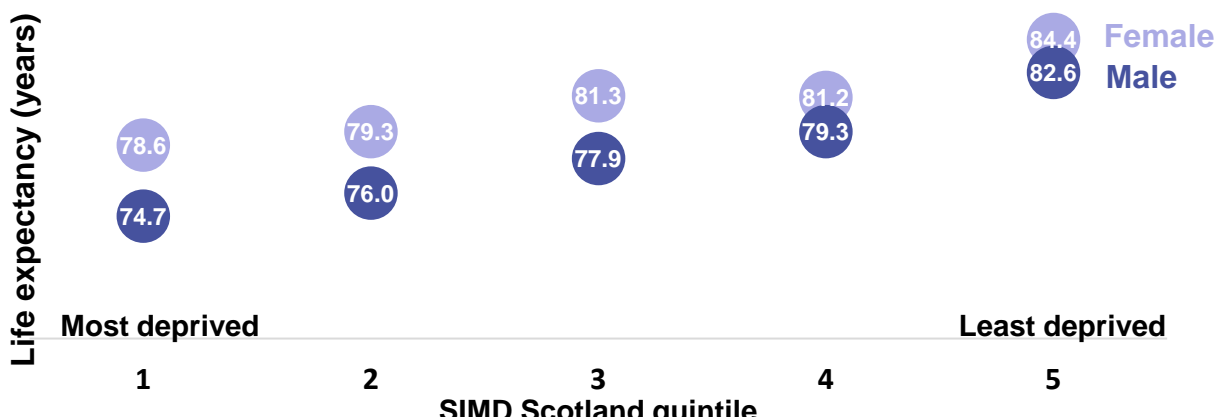


Life expectancy at birth by sex and deprivation, 2014-18 (5-year aggregate)

	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)



CHMP Scotland Limited

## Performance at a Glance



**93%**  
In 19/20

**1. Adults are able to look after their health very well or quite well**

West Lothian rate is **93%** in 19/20  
Scotland rate is **93%** in 19/20

West Lothian	93%
Scotland	93%

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.



**79%**  
In 19/20

**2. Adults supported at home agreed that they are supported to live as independently as possible**

West Lothian rate is **79%** in 19/20  
Scotland rate is **81%** in 19/20

West Lothian	79%
Scotland	81%

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%.



**71%**  
In 19/20

**3. Adults supported at home agreed they had a say in how their help care or support was provided**

West Lothian rate is **71%** in 19/20  
Scotland rate is **75%** in 19/20

West Lothian	71%
Scotland	75%

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.



**76%**  
In 19/20

**4. Adults supported at home agreed that their health and social care services seemed to be well coordinated**

West Lothian rate is **76%** in 19/20  
Scotland rate is **74%** in 19/20

West Lothian	76%
Scotland	74%

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%.



**75%**  
In 19/20

**5. Adults receiving any care or support rated it as excellent or good**

West Lothian rate is **75%** in 19/20  
Scotland rate is **80%** in 19/20

West Lothian	75%
Scotland	80%

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



**75%**

In 19/20

**6. Adults had a positive experience of the care provided by their GP practice**

West Lothian rate is **75%** in 19/20  
Scotland rate is **79%** in 19/20

West Lothian

75%

Scotland

79%

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.



**75%**

In 19/20

**7. Adults supported at home agreed their services and support had an impact on improving or maintaining their quality of life**

West Lothian rate is **75%** in 19/20  
Scotland rate is **80%** in 19/20

West Lothian

75%

Scotland

80%

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.



**36%**

In 19/20

**8. Carers feel supported to continue in their caring role**

West Lothian rate is **36%** in 19/20  
Scotland rate is **34%** in 19/20

West Lothian

36%

Scotland

34%

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.



**87%**

In 19/20

**9. Adults supported at home agreed they felt safe**

West Lothian rate is **87%** in 19/20  
Scotland rate is **83%** in 19/20

West Lothian

87%

Scotland

83%

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%.

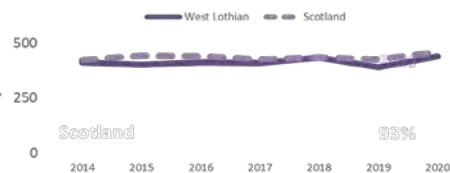
## Performance at a Glance



**438**  
In 2020

### 11. Premature mortality rate

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



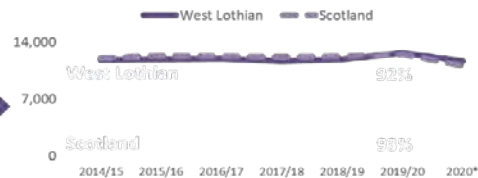
The premature mortality rate, which is the number of people dying before the age of 75, for West Lothian was 438 deaths per 100,000 in 2020. This rate was steadily worsening from 2015 to 2018, the rate is now at its highest value of deaths per 100,000. West Lothian's premature mortality rate has routinely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



**11,662**  
In 2020\*

### 12. Emergency admission rate

Performance increased 8% from 12,673 in 2019/20  
Scotland rate is 11,111 in 2020\*



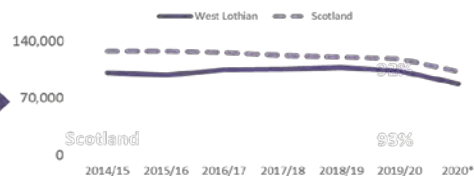
The rate of emergency admissions in adults per 100,000 has been steadily increasing from 11,811 emergency admissions in 2014/15, to 12,673 admissions in 2019/20. However the latest rate for 2020 is a reduction to 11,662 per 100,000. This trend is also reflected in the Scottish rate. **The reduction in 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.**



**87,423**  
In 2020\*

### 13. Emergency bed day rate

Performance increased 15% from 103,117 in 2019/20  
Scotland rate is 102,961 in 2020\*



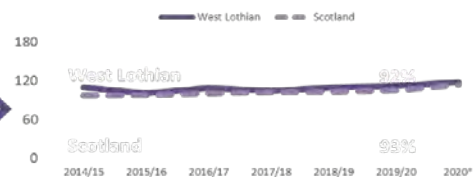
The emergency bed day rate of adults, per 100,000 population, was 87,423 for West Lothian in 2020. This was a decrease of 15,694 bed days compared to 2019/20. This implies that patients are staying for a shorter amount of time in hospital. The Scotland rate in 2020 is 102,961, which is also a large reduction 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 112 per 1,000 in 2019/20  
Scotland rate is 115 per 1,000 in 2020\*



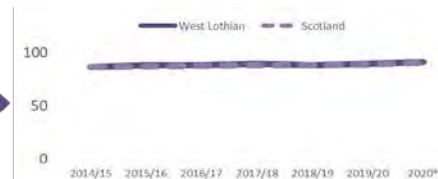
The re-admission rate to hospital for adults within 28 days in 2020 was 118 per 1,000 admissions. The trend has been fluctuating since 2014/15, with the highest rate of 118 in 2020, and low of 101 in 2015/16. The Scotland rate has steadily been increasing from 97 in 2014/15 to 115 in 2020.



**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.

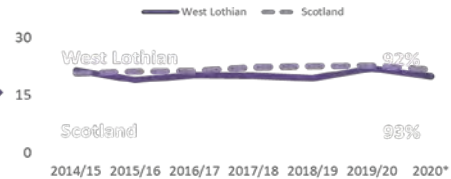


## Performance at a Glance



### 16. Falls rate (65+)

Performance increased 9% from 22 per 1,000 in 2019/20  
Scotland rate is 22 in 2020\*

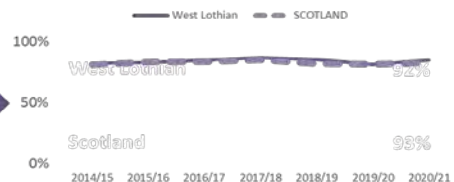


The falls rate for adults aged 65 years and older has been fluctuating since 2014/15, with the highest level of 22 in 2019/20, to the lowest 19 in 2015/16. West Lothian's rate per 1,000 of the population has decreased from 22 in 2019/20 to 20 in 2020. It is also good news that West Lothian has been performing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



### 17. Care services graded GOOD (4) or better in Care Inspectorate inspections

The percentage has increased 4 percentage points from 81% in 2019/20  
Scotland rate is 82% in 2020/21

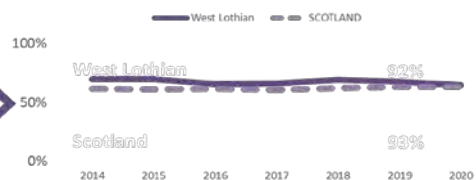


The overall quality of care as good (4) or better in Care Inspectorate inspections was 85% in 2020/21, which is 3% higher than the Scottish average of 82%. **Not all services are inspected each year and inspections in 2020 were different than in previous years due to the COVID-19 pandemic.**



### 18. Adults with intensive care needs are receiving care at home

The percentage has decreased 4 percentage point from 68% in 2018  
Scotland rate is 63% in 2020

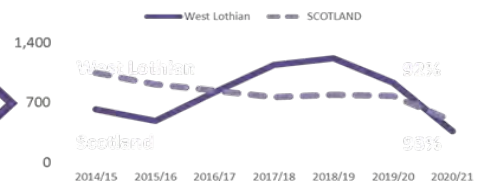


The latest data we have for this indicator is calendar year 2020, where 64% of adults with intensive care needs are receiving care at home. The trend has remained fairly constant, fluctuating between 64% and 70%. The trend for the Scottish average has remained below the West Lothian rate since 2013.



### 19. The number of days people aged 75+ spend in hospital when they are ready to be discharged

Performance increased 61% from 934 per 1,000 in 2019/20  
Scotland rate is 488 in 2020/21

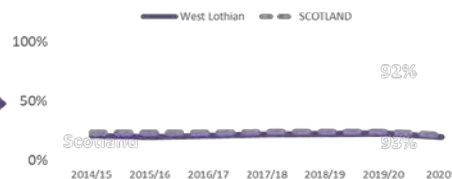


The number of days which people aged 75 and over spent in hospital when they were ready to be discharged in 2020/21 was 367. This is lower than the Scottish average of 488 and is a decrease of 61% compared to 2019/20. **This is a positive result since this area remains a challenge, however, some of this 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.**



### 20. Health and care resource spent on hospital stays where patient was admitted as an emergency

The percentage has decreased 2 percentage points from 22% in 2019/20  
Scotland rate is 21% in 2020\*

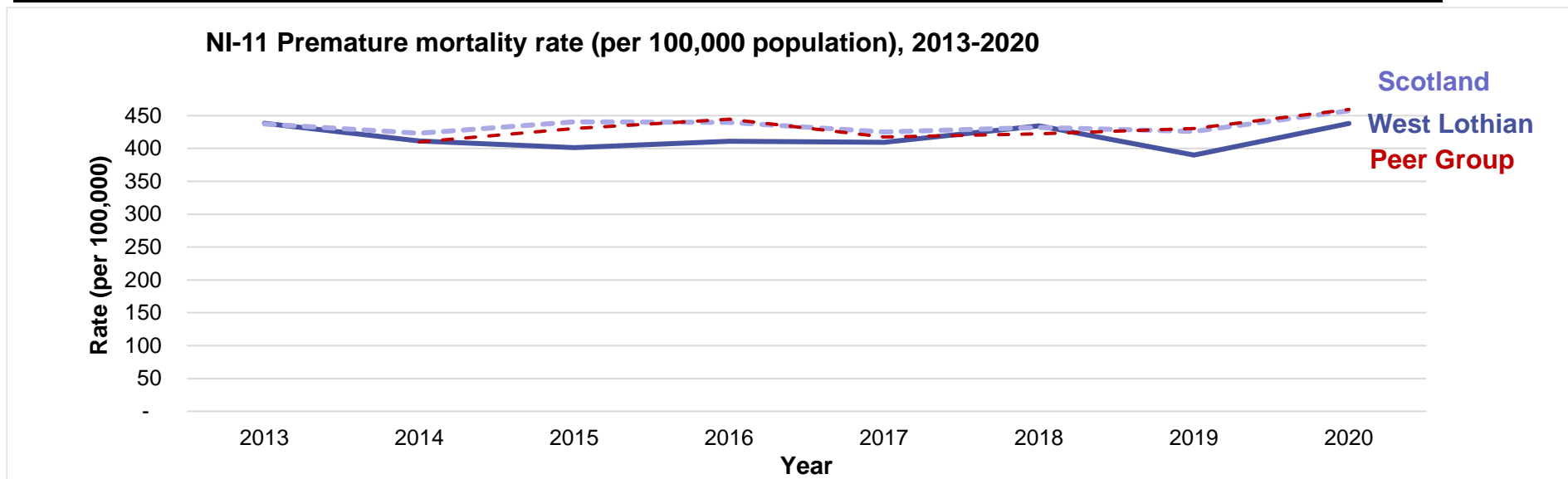


In 2020, the percentage of health and care resources which were spent on hospital stays for emergency admissions was 20%. The Scottish average is slightly higher at 21% in 2020. The trend for West Lothian has remained relatively constant between 20% and 22% since 2014/15. The Scottish average has fluctuated 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
<b>West Lothian</b>	438	411	402	411	410	434	390	438
<b>Peer Group Average</b>		410	430	444	417	422	430	459
<b>Scotland</b>	438	423	441	440	425	432	426	457



#### Notes:

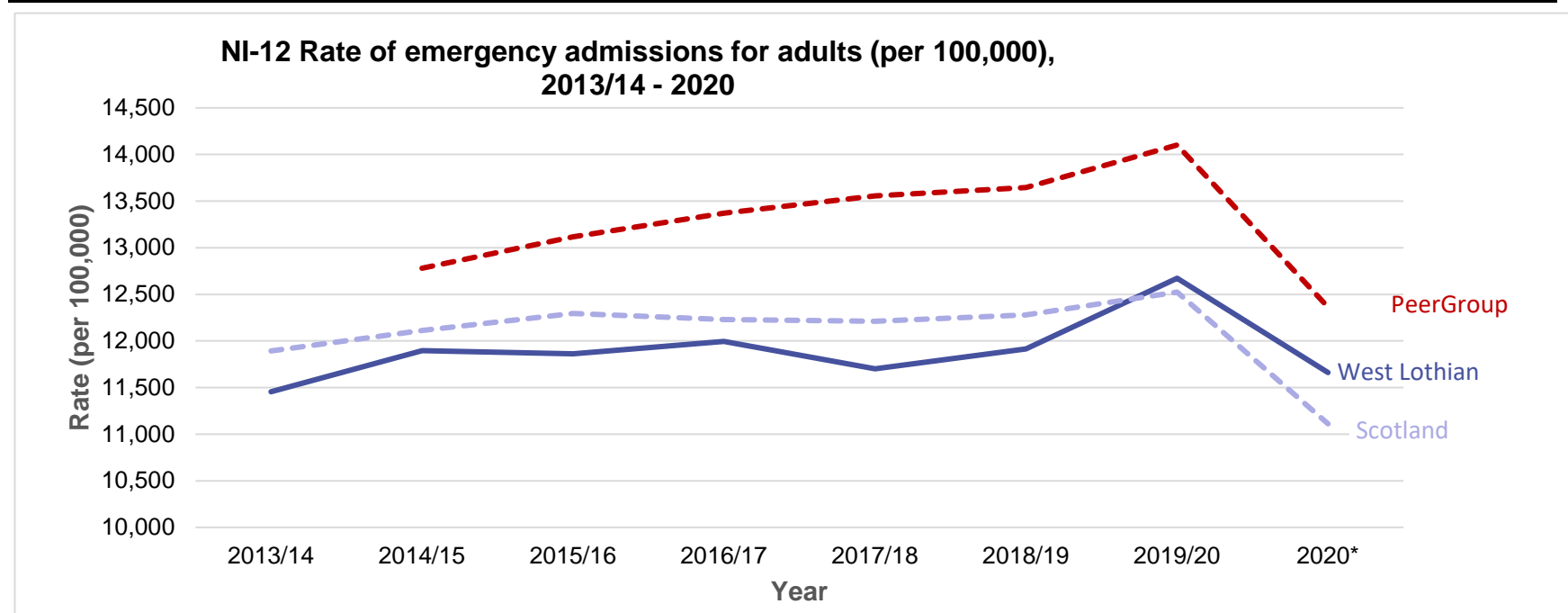
The chart shows that generally West Lothian is performing well against the Scotland and peer group averages for Premature mortality rate. The 2020 figure for West Lothian puts it below that of the Scotland and peer group averages, though all have increased since 2019.

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*
<b>West Lothian</b>	11,455	11,896	11,862	11,995	11,701	11,914	12,673	11,662
<b>Peer Group</b>		12,779	13,118	13,370	13,556	13,645	14,102	12,363
<b>Scotland</b>	11,892	12,113	12,295	12,230	12,211	12,279	12,524	11,111

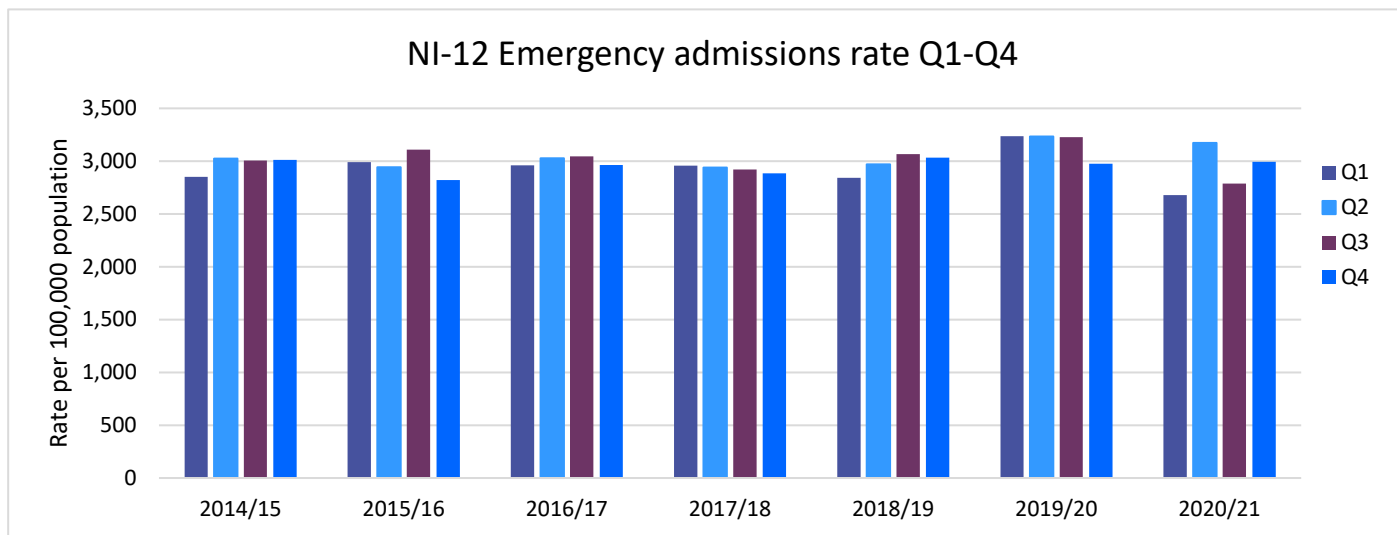


The rate of emergency admissions in adults per 100,000 has been steadily increasing each year from 11,455 emergency admissions in 2013/14, to 12,662 admissions in 2020. West Lothian has seen a large increase to its population, especially in people aged over 75 which will partly account for the increase. This increasing trend is also reflected in the Scottish rate. The national average was 11,111 in 2020, 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	2,942	3,108	2,821
2016/17	2,960	3,027	3,044	2,963
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	3,227	2,974
2020/21	2,678	3,172	2,789	2,992
2021/22	3,247			

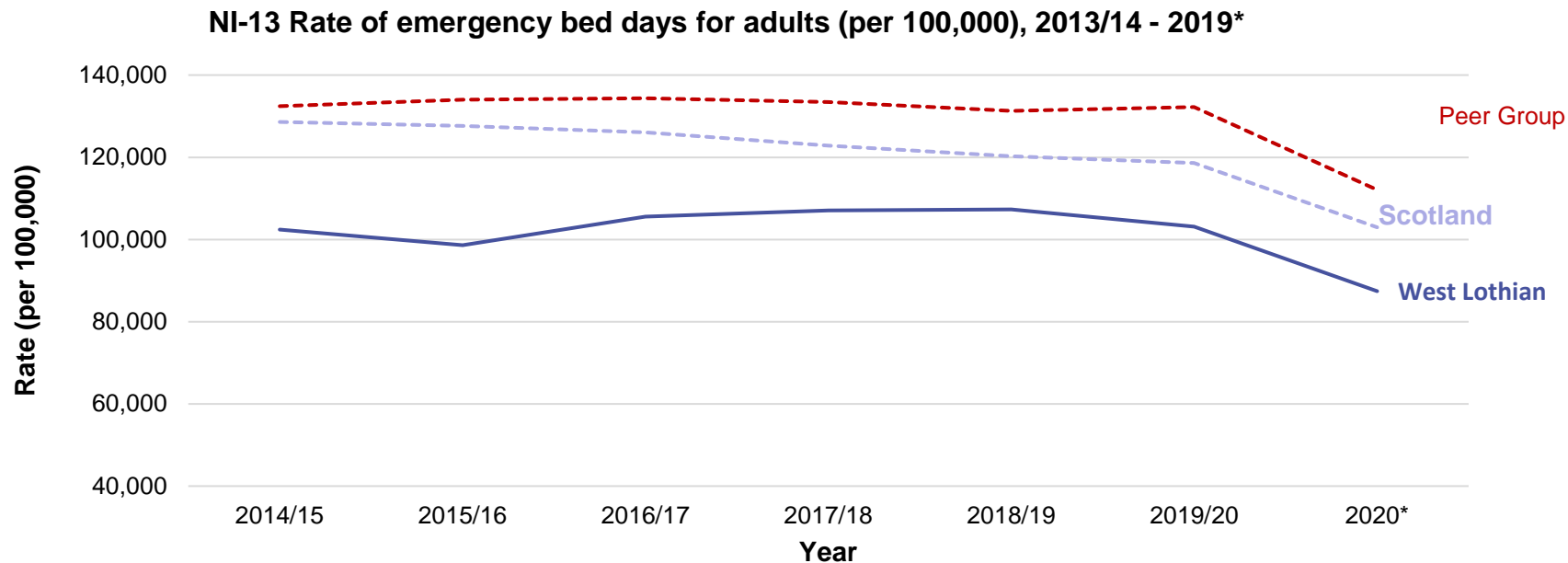


The chart and table above shows the emergency admission rate by quarter from 2014/15 until Q3 in 2020/21. Data for Q1, Q2 and Q3 in 2020/21 are highly provisional. The decrease in emergency admissions can be seen when the first lockdown was announced, and people were actively avoiding hospital. The admissions 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*
<b>West Lothian</b>	102,402	98,642	105,573	107,076	107,317	103,117	87,423
<b>Peer Group</b>	132,410	134,014	134,358	133,419	131,297	132,233	112,078
<b>Scotland</b>	128,596	127,659	126,077	122,868	120,276	118,607	102,961

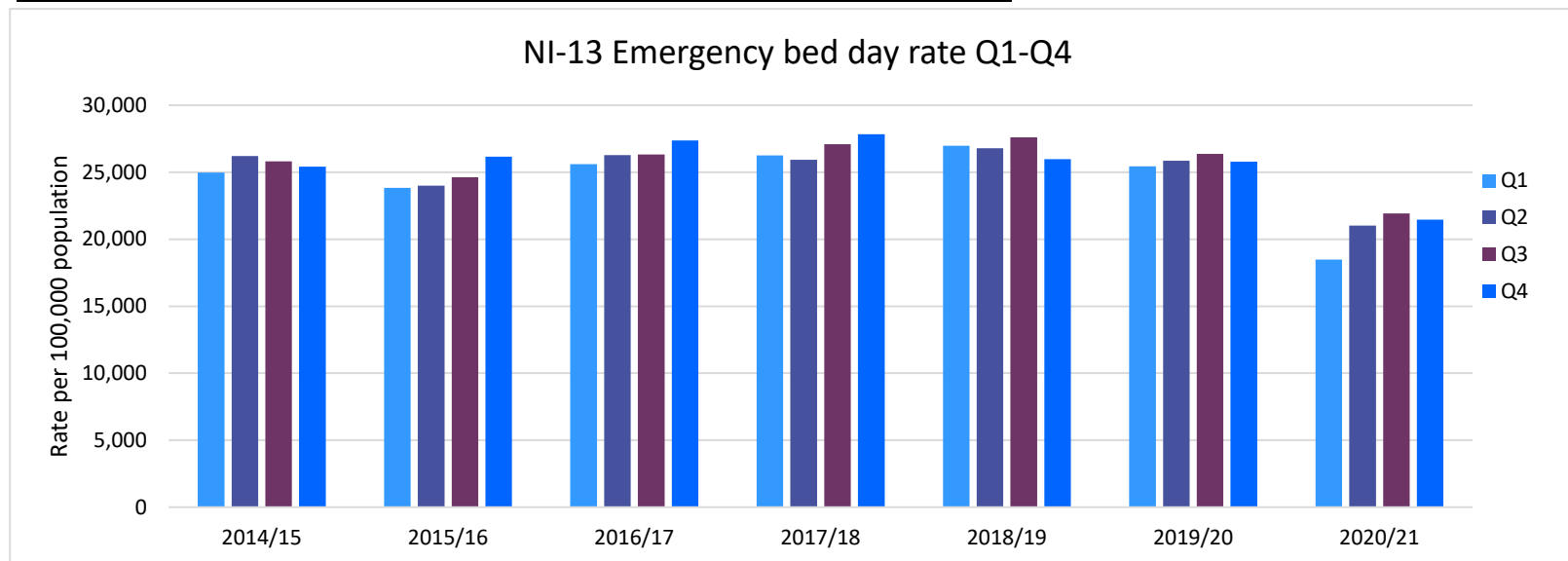


The emergency bed day rate of adults, per 100,000 population, was 102,206 for West Lothian residents in 2019/20. This was a decrease of 5,111 bed days compared to 2018/19. This implies that patients are staying for a shorter amount of time in hospital. The national rate in 2019/20 was 118,288. West Lothian 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	23,839	24,007	24,628	26,168
2016/17	25,606	26,278	26,315	27,373
2017/18	26,242	25,919	27,083	27,833
2018/19	26,967	26,800	27,611	25,971
2019/20	25,447	25,851	26,364	25,792
2020/21	18,483	21,023	21,930	21,471



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

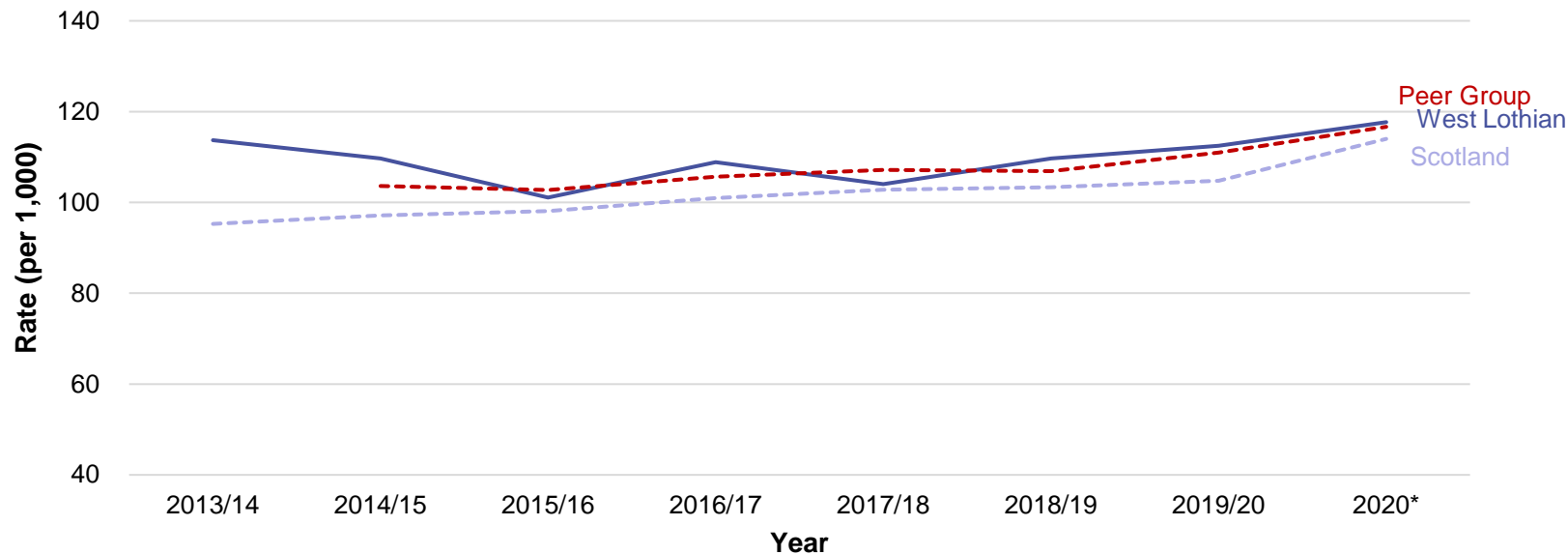
## National Indicators 11 - 20: Time series

when the lockdown was being lifted.

### 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*
<b>West Lothian</b>	114	110	101	109	104	110	112	118
<b>Peer Group</b>		104	103	106	107	107	111	117
<b>Scotland</b>	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



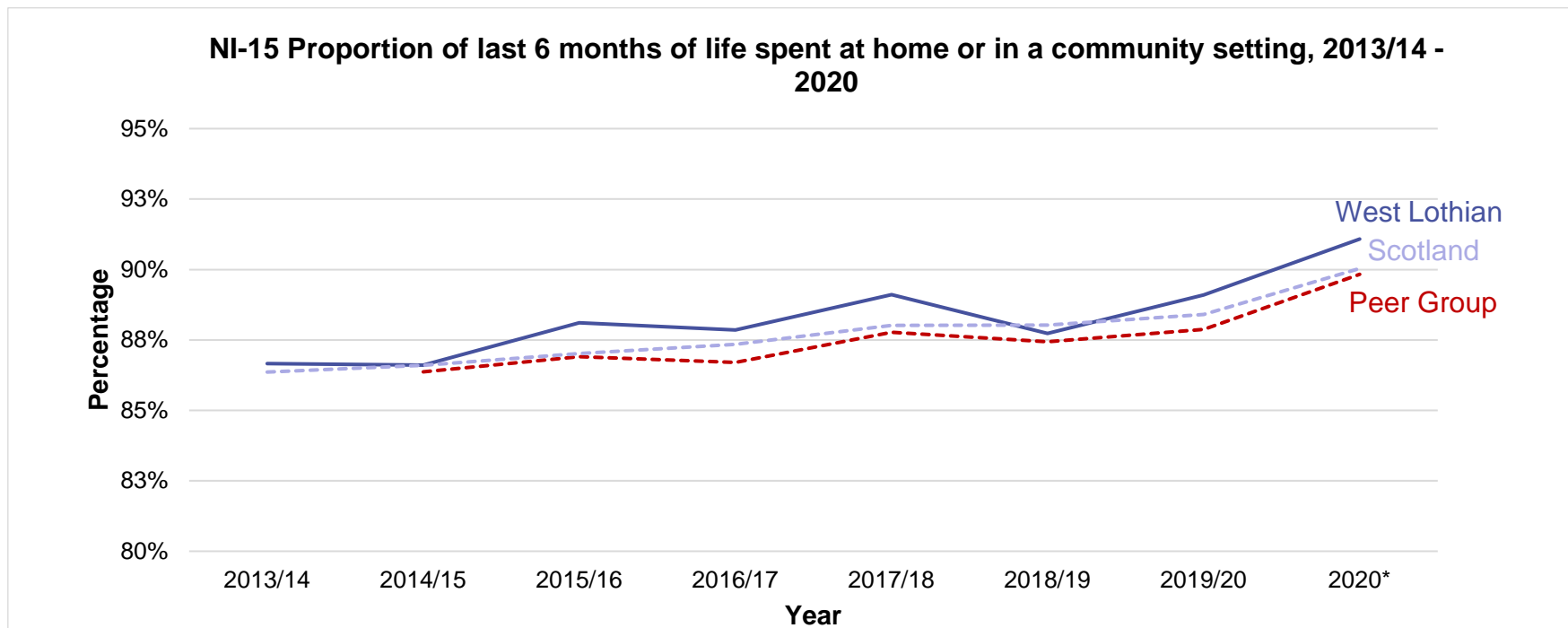
The re-admission rate to hospital for adults within 28 days in 2019 was 113 per 1,000 admissions. The trend has been fluctuating since 2013/14, with the highest rate of 113, and reached as low as 101 in 2015/16. However, the rate has been increasing since then with an

## National Indicators 11 - 20: Time series

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.

### 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*
<b>West Lothian</b>	87%	87%	88%	88%	89%	88%	89%	91%
<b>Peer Group</b>		86%	87%	87%	88%	87%	88%	90%
<b>Scotland</b>	86%	87%	87%	87%	88%	88%	88%	90%





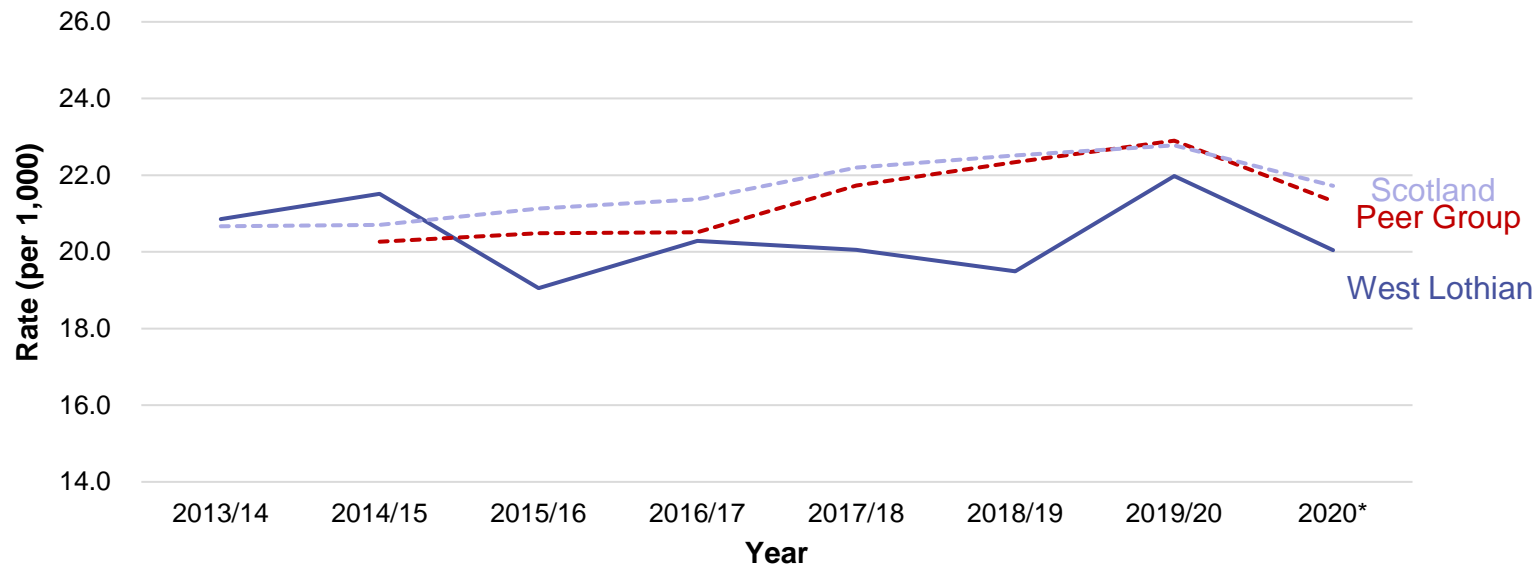
## National Indicators 11 - 20: Time series

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 86% in 2013/14, to 90% in 2020.

### 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*
<b>West Lothian</b>	20.9	21.5	19.1	20.3	20.1	19.5	22.0	20.0
<b>Peer Group</b>		20.3	20.5	20.5	21.7	22.3	22.9	21.3
<b>Scotland</b>	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\*

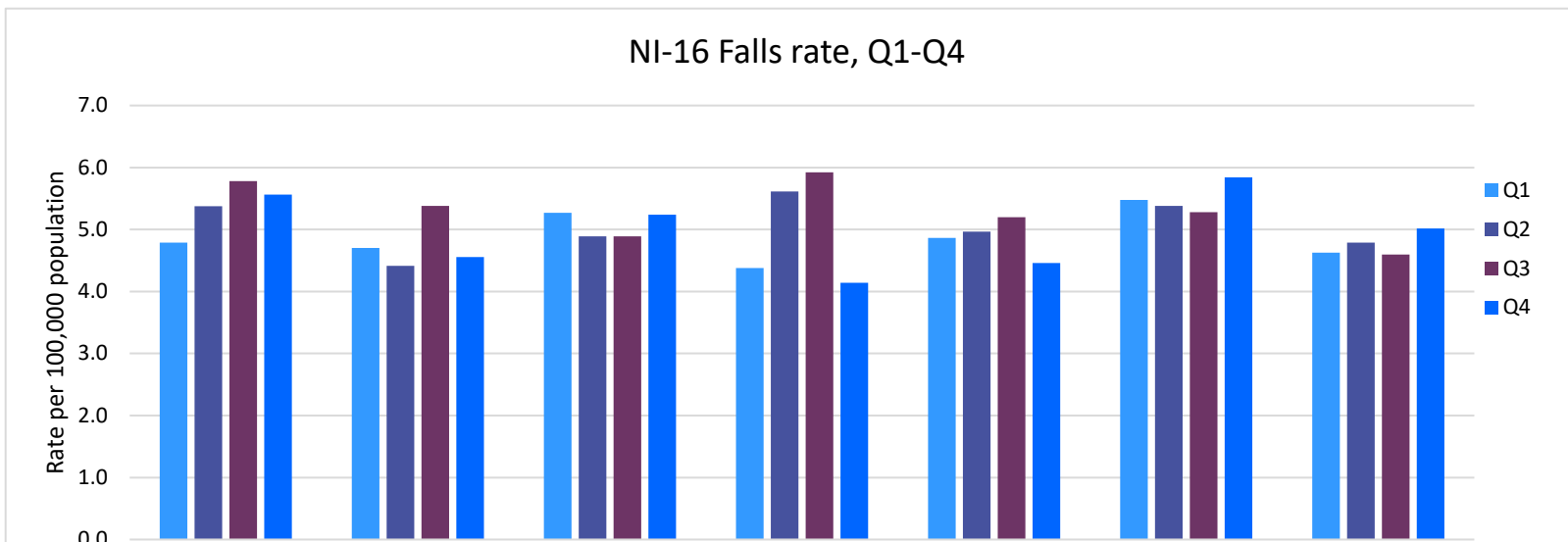


## National Indicators 11 - 20: Time series

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.

### 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	4.6	4.8	4.6	5.0
2021/22	5.1			



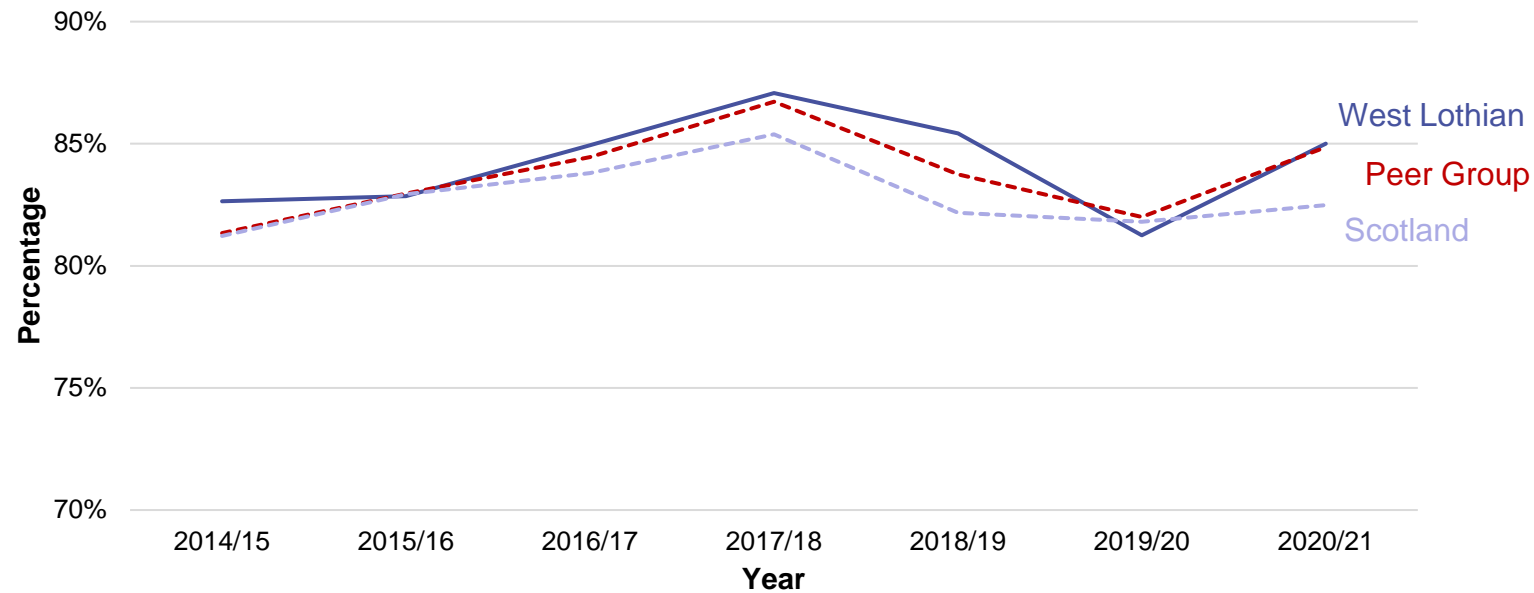
## National Indicators 11 - 20: Time series

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



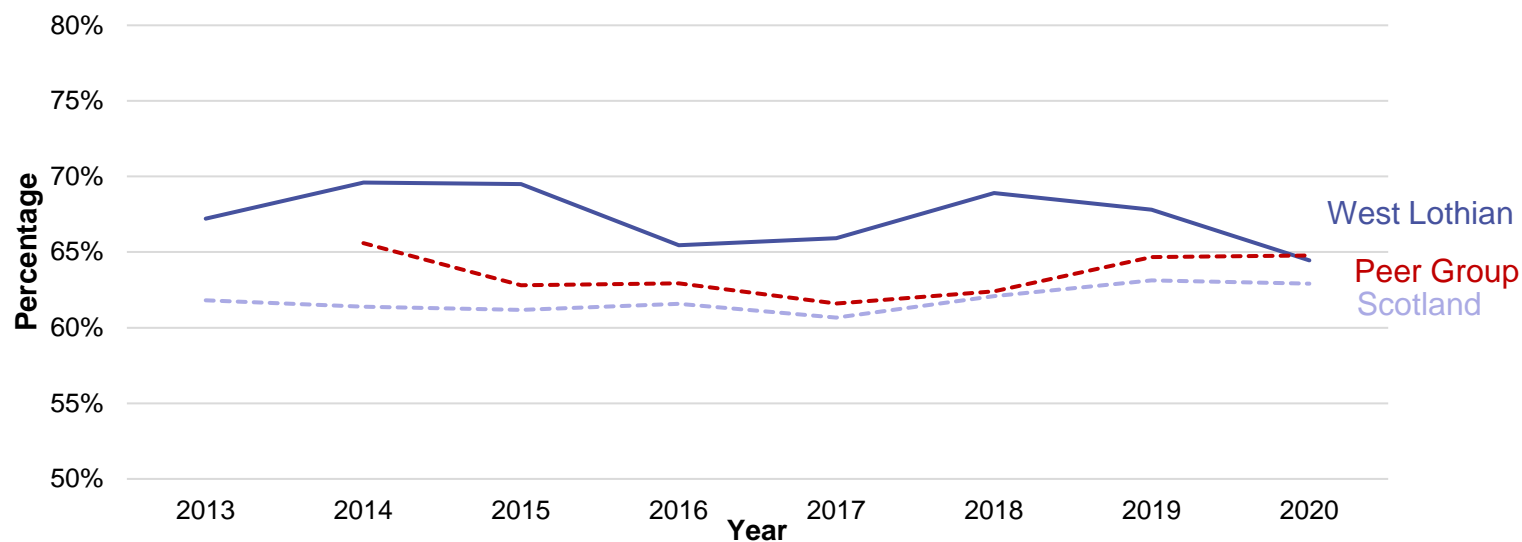
## National Indicators 11 - 20: Time series

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.

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

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

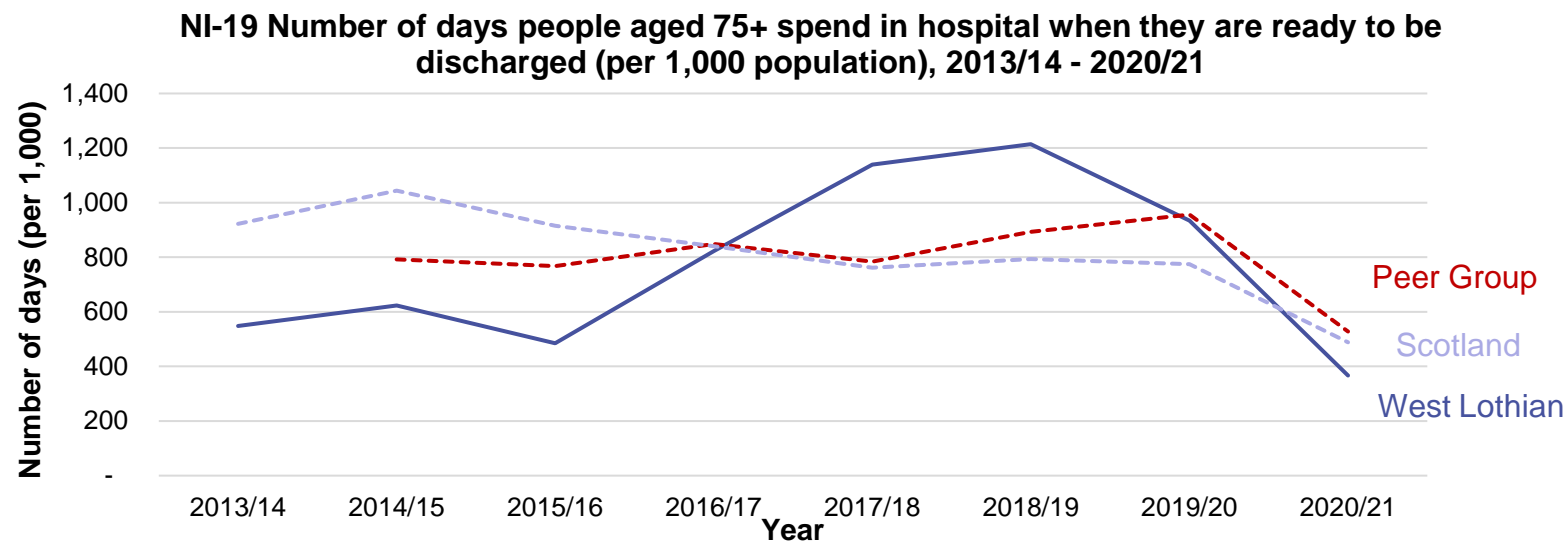
### NI-18 Percentage of adults with intensive needs receiving care at home, 2013-2020



## 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
<b>West Lothian</b>	549	624	485	822	1,139	1,214	934	367
<b>Peer Group</b>		792	768	848	784	893	956	528
<b>Scotland</b>	922	1,044	915	841	762	793	774	488



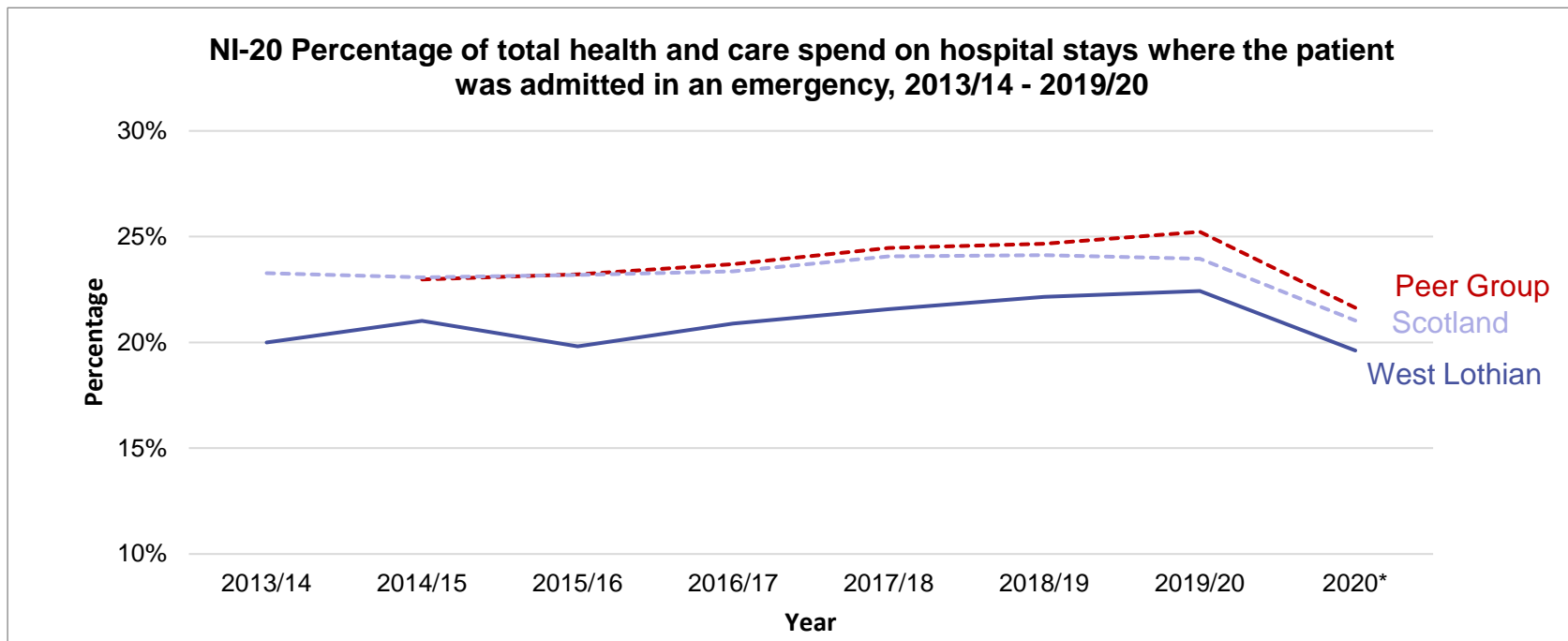
In 2020/21 the number of days, per 1,000 population, which people aged 75 and over spent in hospital when they were ready to be discharged was

## National Indicators 11 - 20: Time series

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.

**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*
<b>West Lothian</b>	20%	21%	20%	21%	22%	22%	22%	20%
<b>Peer Group</b>		23%	23%	24%	24%	25%	25%	22%
<b>Scotland</b>	23%	23%	23%	23%	24%	24%	24%	21%



## National Indicators 11 - 20: Time series

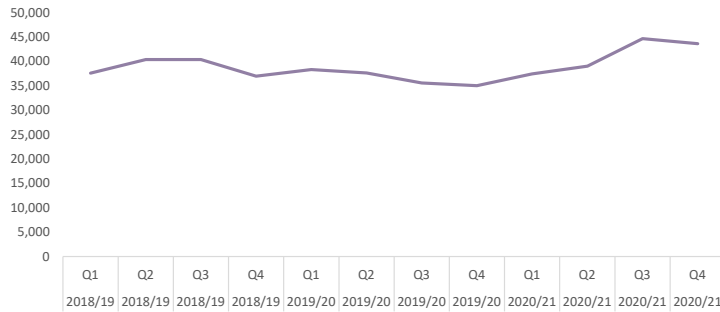
In 2020, the percentage of health and care resources which were spent on hospital stays for emergency admissions was 20%. West Lothian has performed better than the Scottish average which is 21%. The trend for West Lothian has remained relatively constant between 20% and 22% since 2013/14. The national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

Data for illustration purposes

## 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.

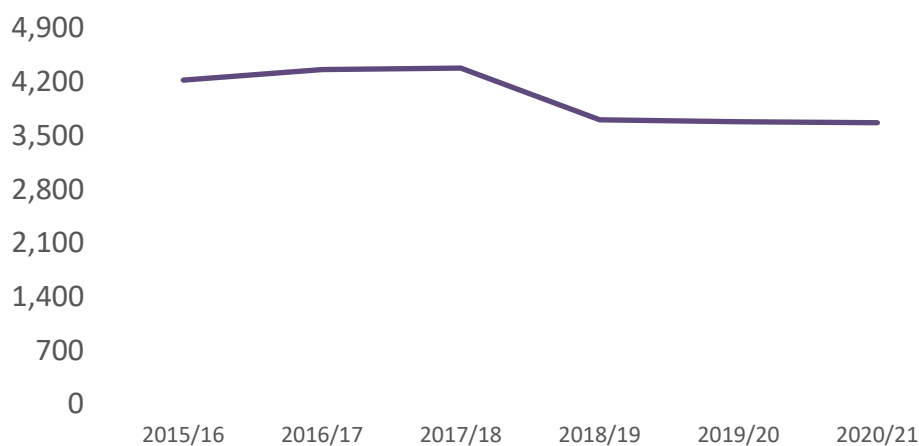


Data for illustration purposes

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 as an important element of their care.

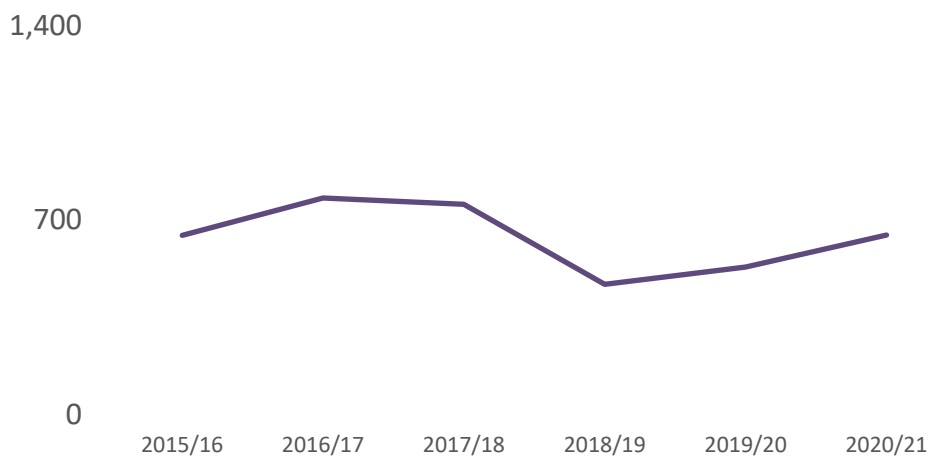


Data for illustration purposes

Social Care Indicators: 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

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.

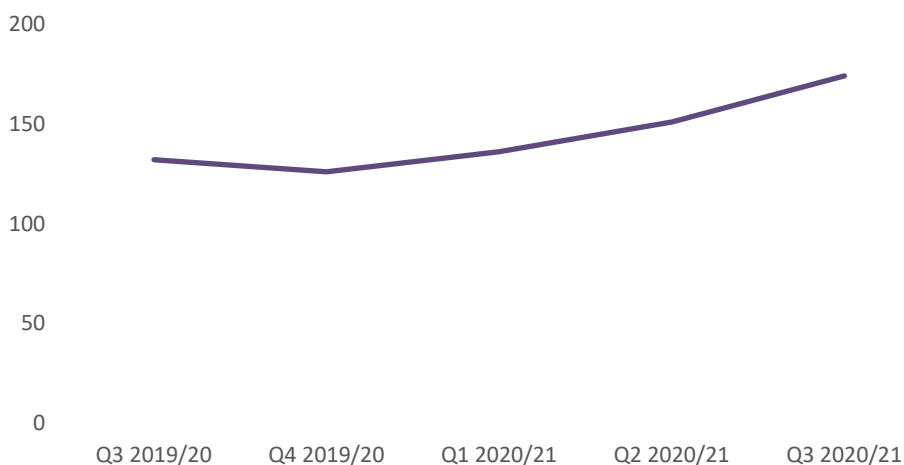


Data for illustration purposes

Social Care Indicators: Telecare

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.

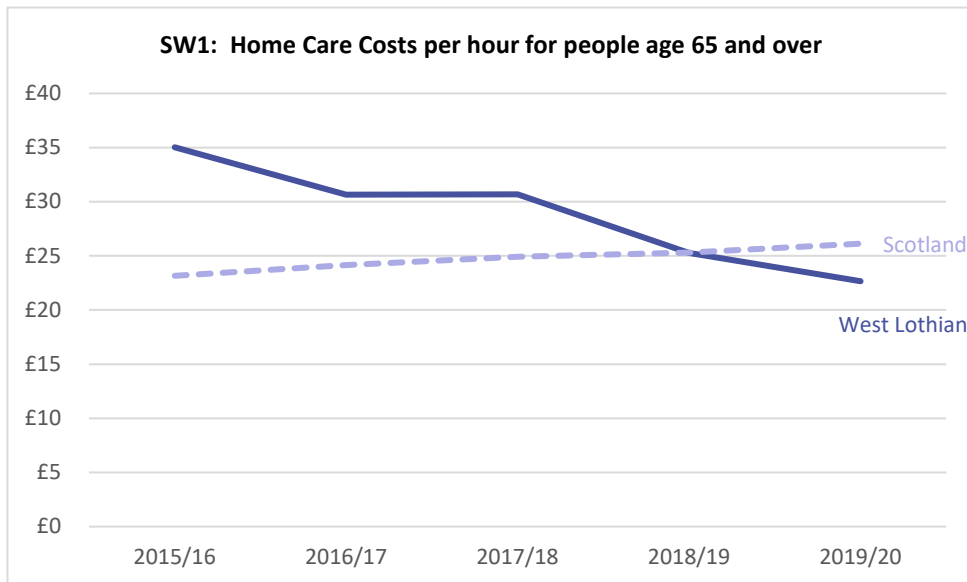


**Data for illustration purposes**

**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

**Data for illustration purposes**

**LGBF Ranking**

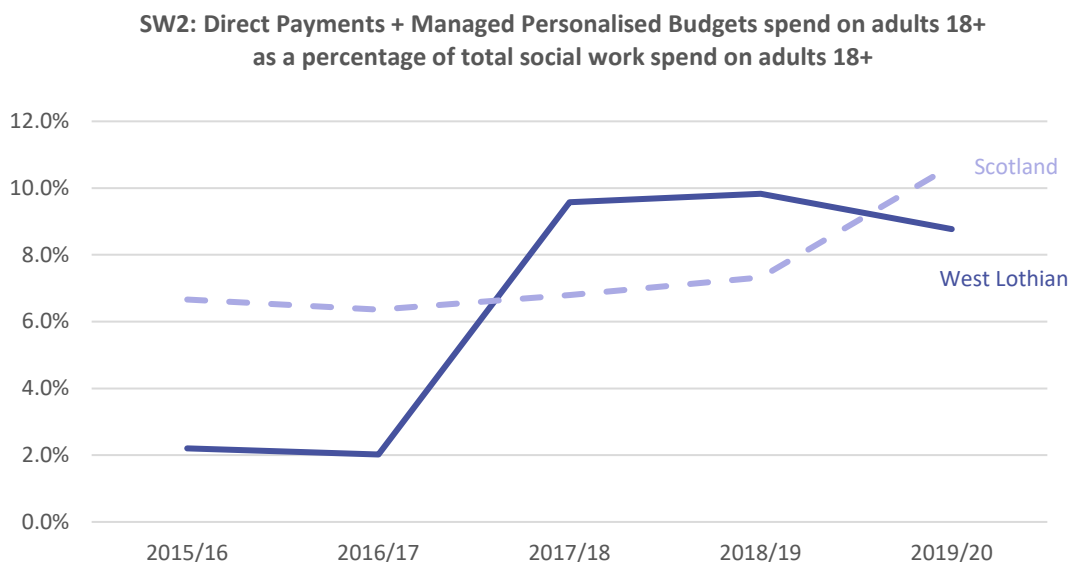
Local Authority	Rank 2018-19	Rank 2019-20	Ranking difference
West Lothian	16	9	7

**Data for illustration purposes**

**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%



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.

**Data for illustration purposes**

**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.

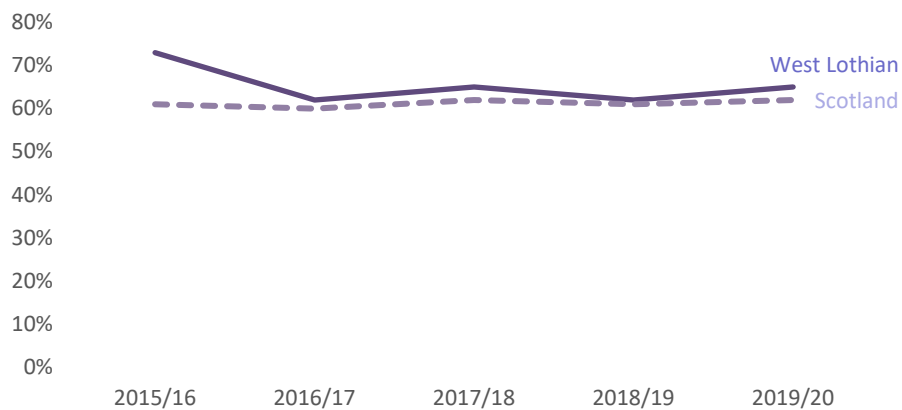


**Data for illustration purposes**

**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.

**Data for illustration purposes**

**LGBF Ranking**

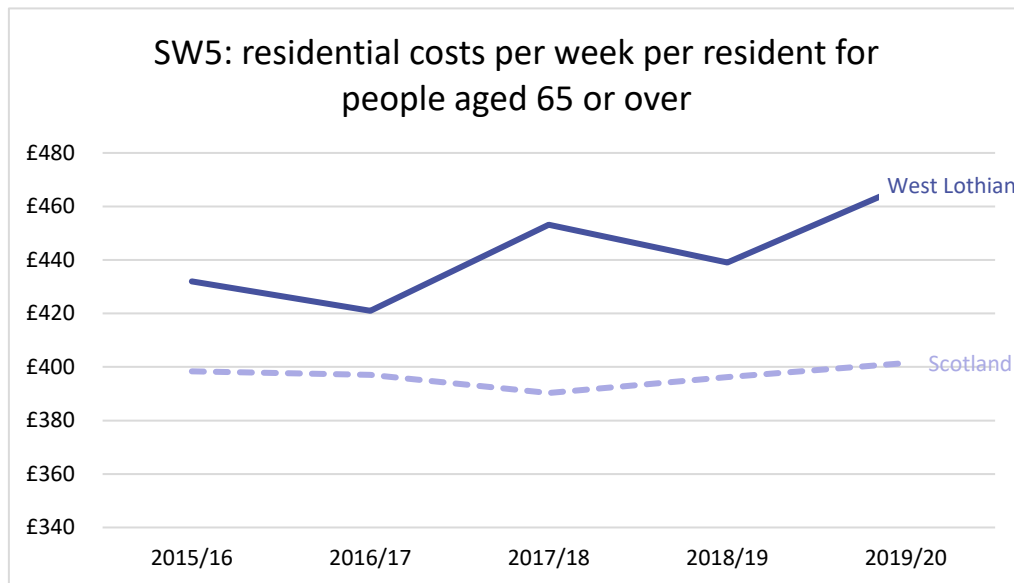
	Rank 2018-19	Rank 2019-20	Ranking difference
West Lothian	17	12	5

Data for illustration purposes

**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.

Data for illustration purposes

**LGBF Ranking**

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

# West Lothian HSCP MSG Indicators

Performance from April 2017 to September  
2021, with 2019/20 MSG targets and trends

Local Intelligence Support Team (LIST),  
November 2021

# Contents

1. Methodology
2. Data completeness
3. 2019/20 MSG targets and actuals
4. 2020/21 actuals
5. A&E attendances
  - 4 hour performance
3. Emergency admissions
4. Unplanned bed days -Acute
5. Delayed discharges occupied bed days

# 2019/20 MSG Targets - Methodology

- The MSG Objectives Performa was submitted in February 2019 which specified the 2019/20 targets and an action plan on how those targets were to be achieved
- 2017/18 MSG data was used as the baseline to calculate the 2019/20 targets
  - The lag period associated with MSG data availability meant 2018/19 MSG data was not complete when the 2019/20 targets were required by the MSG (Feb 2019)

# Data completeness

Source: MSG data release Dec-21, PHS

Indicator	Published until	Provisional until	Data completeness issues
1. A&E attendances	Sep-21	n/a	-
2. Emergency admissions	Jun-21	Sep-21	(SMR01) Nov-20 = 92%
3a. Unplanned bed days (acute)	Jun-21	Sep-21	(SMR01) Nov-20 = 92%
4. Delayed discharges occupied bed days	Sep-21	n/a	-

# 2019/20 targets and actuals

Source: MSG objectives 2019-20 template - West Lothian IJB; MSG data release Dec -21, PHS

Indicator	2019/20 target	2019/20 target (rate per 100,000)		2019/20 (rate per 100,000)		Target met
		Annual	Monthly	Annual	Monthly	
1. A&E attendances	3% increase	30,049	2,504	31,875	2,656	X
2. Emergency admissions	Maintain	11,187	932	12,260	1,022	X
3a. Unplanned bed days (acute)	Maintain	70,520	5,877	73,055	6,088	X
4. Delayed discharges occupied bed days	15% reduction	11,559	963	11,361	947	✓