

What People Tell Us: Betty's Story

Betty was diagnosed with Alzheimer type dementia which impacts on her short term memory. She lives alone and has no family that live in the local area. She has gone missing on a number of occasions leading to police involvement and has been found late at night, confused and scared. Betty forgets to eat regularly, attend to personal hygiene, go shopping and collect and take prescribed medication. This causes her stress and anxiety.

Concerned friends contacted social work to seek help with the increasing risks to Betty's health and wellbeing. A social worker explored the concerns with Betty to identify the appropriate level of care and support required. A personal plan was developed under Option 4 where some of the budget was managed on her behalf by a legal guardian. Other services were set up directly by social work. Betty wanted to continue living safely and as independently as possible at home and to socialise with her friends out and about in her community. She wanted to have contact with family who live some distance away.

Due to her increasing vulnerability it was necessary to protect Betty through protective powers under the adult incapacity act. This included both welfare and financial guardianship.

The personal plan supported Betty to remain supported safely at home. This included the use of technology such as door sensors which sends an alert to responders if she leaves her home at night. She is now meeting more regularly with friends and family. Implementing Mrs Betty's personal plan involved friends, family, social work, health, police and solicitor working together.

More Measures

We monitor many different aspects of health and social care to ensure that services are safe, timely, efficient, effective, equitable and person-centred. Here are some more indicators we look at regularly and the results for 2017/18:

Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency **24%**^(p)

Emergency bed day rate per 100,000 adult population **128,200**^(p)

Emergency admission rate per 100,000 adult population **11,400**^(p)

 Premature mortality rate per 100,000 people aged under 75 (Scotland: 441) **376**

Proportion of care services graded good (4) or better in Care Inspectorate inspections **79%**^(p)

 Rate of readmission to hospital within 28 days per 1,000 admissions **83**^(p)

Percentage of adults with long-term care needs receiving care at home (Scotland: 62%) **65%**

 Hospital admission for falls per 1,000 population aged 65 and over (Scotland: 21) **17**

Number of days people aged 75 or older spend in hospital when they are ready to be discharged per 1,000 population (Scotland: 842) **591**

Source: Information Services Division (ISD) Scotland
(p) = provisional numbers; awaiting confirmation. Scotland numbers not yet published

DUMFRIES AND GALLOWAY
INTEGRATION JOINT BOARD



DUMFRIES AND GALLOWAY
Health and Social Care

HEALTH AND SOCIAL CARE

ANNUAL PERFORMANCE REPORT

2017/18

UNDER DEVELOPMENT

Our Performance in 2017/18

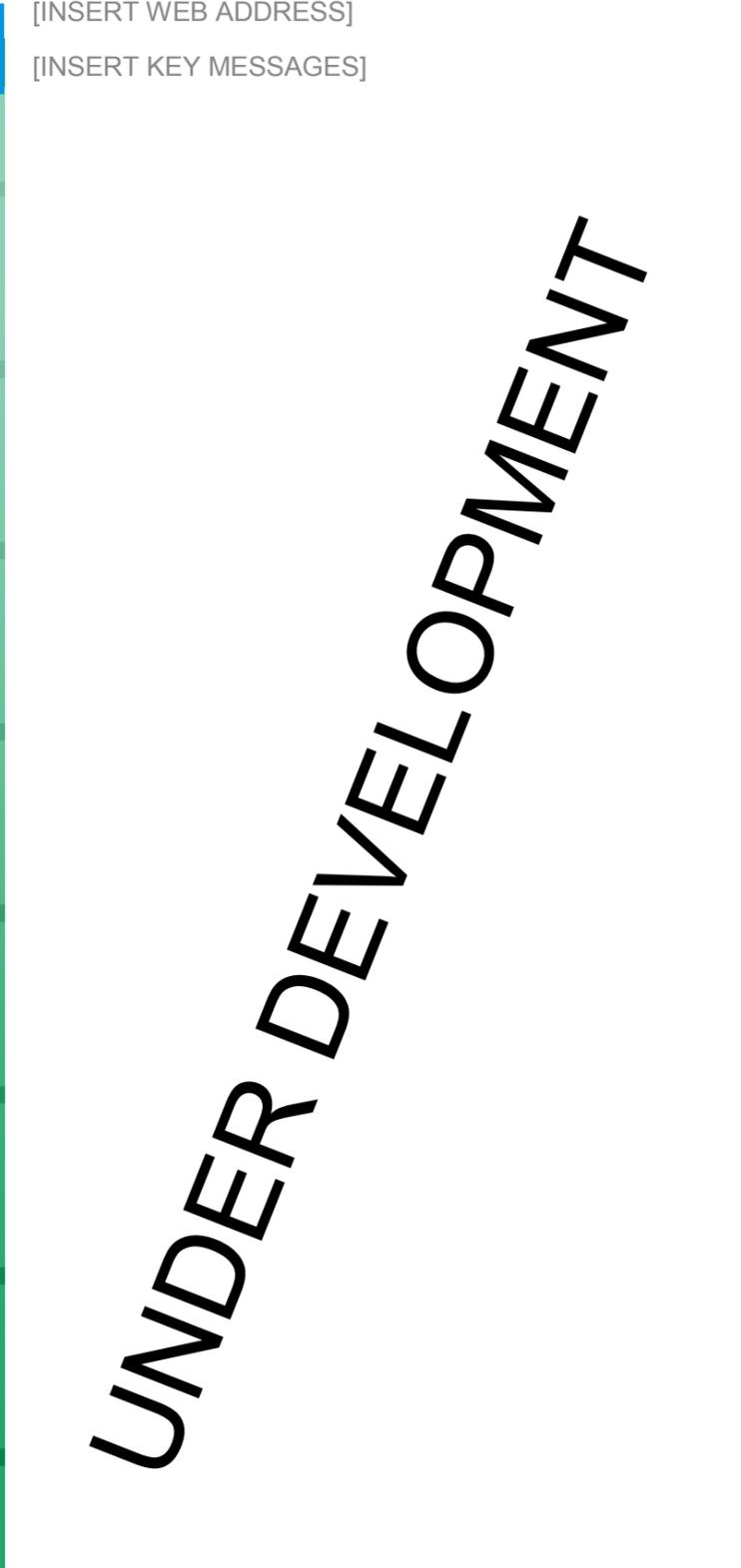
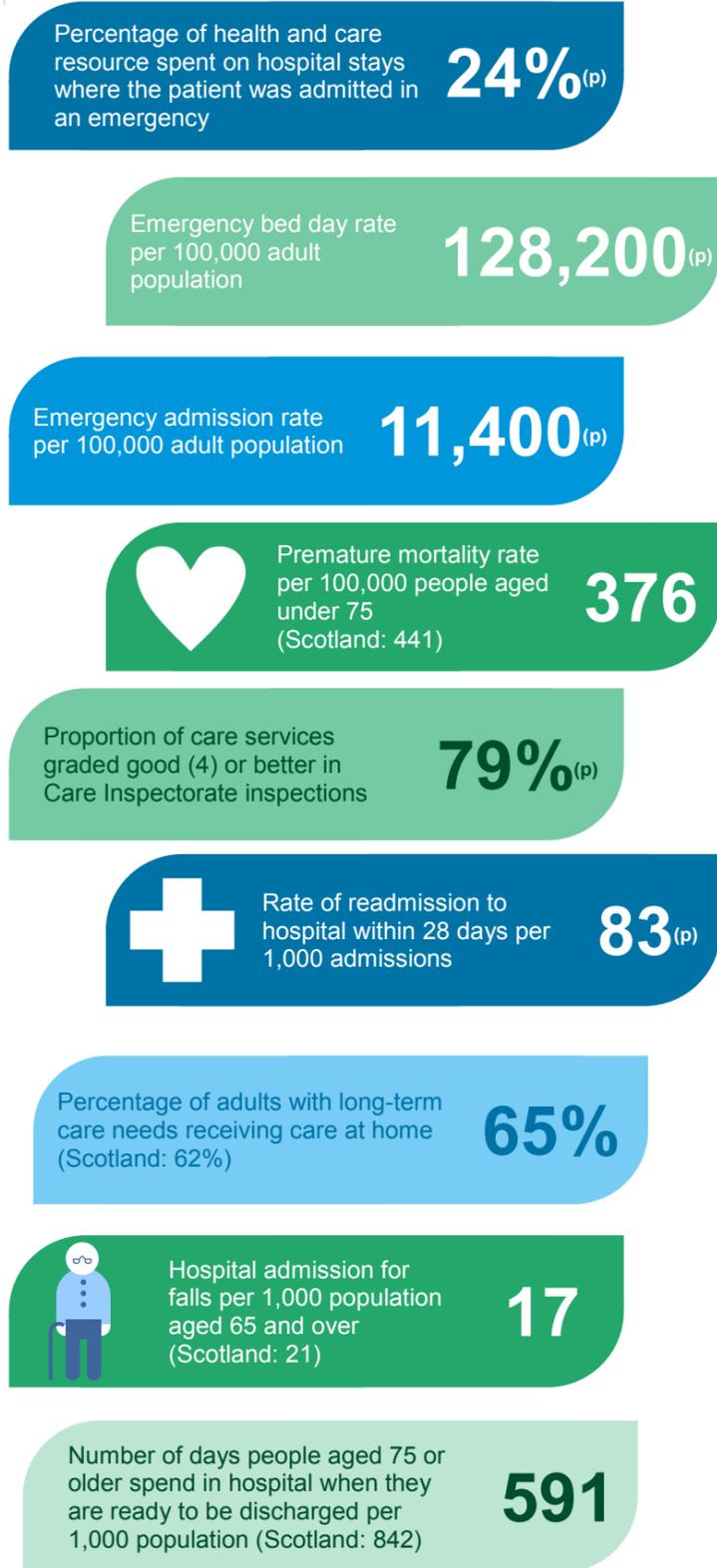
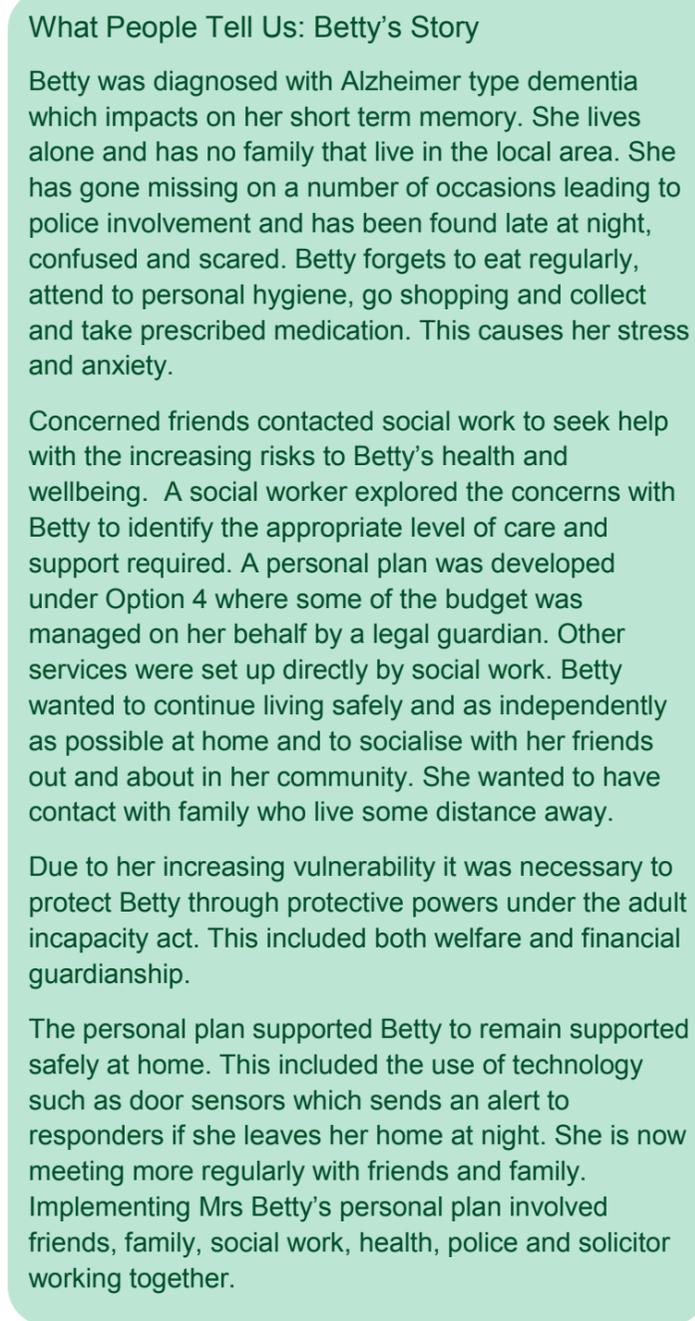
In April 2016, Dumfries and Galloway Council and NHS Dumfries and Galloway delegated the planning and delivery of adult health and social care to an Integration Joint Board to form Dumfries and Galloway Health and Social Care Partnership.

The latest Annual Performance Report describes the progress towards the 9 national health and wellbeing outcomes of the health and social care partnership. The full report is available on our website:

[INSERT WEB ADDRESS]

[INSERT KEY MESSAGES]

UNDER DEVELOPMENT



For further information

[INSERT ANNUAL REVIEW DETAILS]

[INSERT CONTACT DETAILS]

Dumfries and Galloway Health and Social Care

How we are getting on:

The Health And Care Experience (HACE) Survey 2017/18

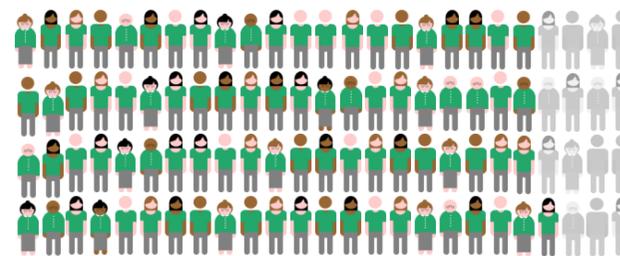
The Health and Care Experience (HACE) survey is a postal survey carried out every 2 years by the Scottish Government. This survey asks people about what happened to them and how they felt when they last used health and social care services. Across Dumfries and Galloway, a random sample of 16,071 adults were invited to take part in the HACE survey in October 2017 and 4,986 responded. The response rate for the region was 31%. This is significantly better than for Scotland, where 22% of people responded.

Of the nearly 5,000 people who responded, 746 identified as Carers (15.1%) and 281 (5.7%) people answered questions about their experiences of social care. The response rates for these groups of people in Dumfries and Galloway were the same as for Scotland. Both were higher than would have been expected in the general population, which is a positive observation.

Results of the HACE survey are publicly available at Partnership, GP Cluster (Locality) and individual GP practice level at this web site: www.gov.scot/GPSurvey



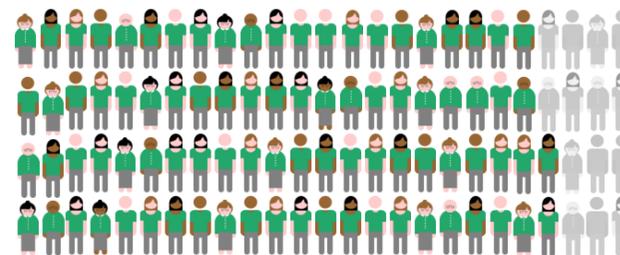
Satisfaction



85% of adults surveyed from Dumfries and Galloway receiving any care rated it as excellent or good. This result is higher than the rate across Scotland which is 80%.



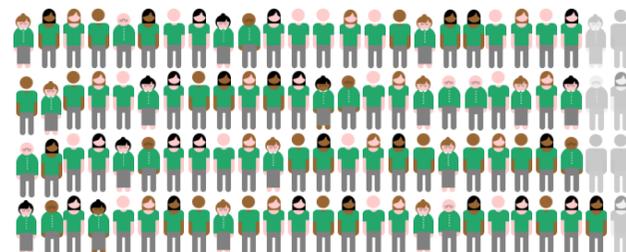
GP Practice



86% of adults surveyed from Dumfries and Galloway had a positive experience of care provided by their GP practice. This result is higher than the rate across Scotland which is 83%.



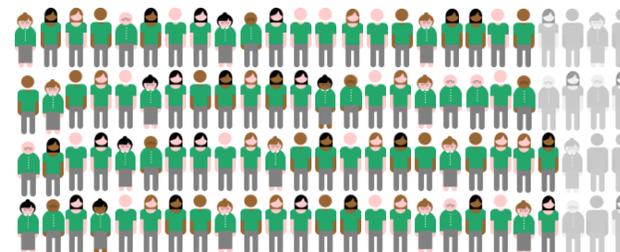
Health and Wellbeing



93% of adults surveyed from Dumfries and Galloway reported that they are able to look after their health well. This result is the same as the result for Scotland, also 93%.



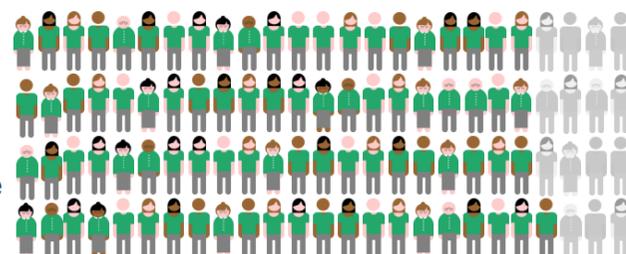
Quality of Life



86% of adults from Dumfries and Galloway supported at home agreed that their services had an impact on improving or maintaining their quality of life. This result is higher than the rate across Scotland which is 80%.



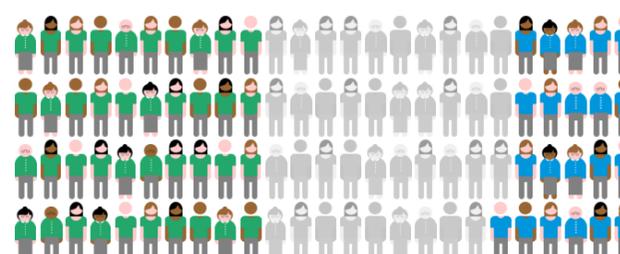
Independence



85% of adults surveyed from Dumfries and Galloway reported that they are supported to live as independently as possible. This result is higher than the rate across Scotland which is 81%.



Carers



40% feel supported **39%** neutral **21%** do not feel supported

40% of Carers from Dumfries and Galloway feel supported to continue in their caring role. This result is higher than the rate across Scotland which is 37%.



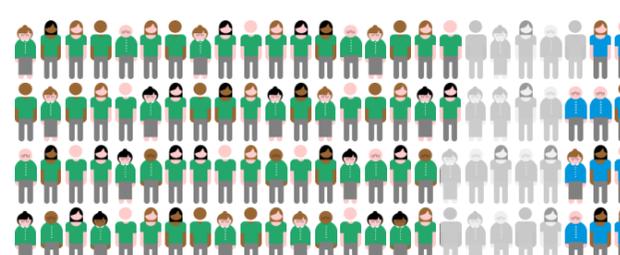
Have a Say



80% of adults surveyed from Dumfries and Galloway reported that they had a say in how their help, care or support was provided. This result is higher than the rate across Scotland which is 76%.



Carers



70% good balance **19%** neutral **11%** do not have a good balance

70% of Carers from Dumfries and Galloway agree they have a good balance between caring and other things in their lives. This result is higher than the rate across Scotland which is 65%.



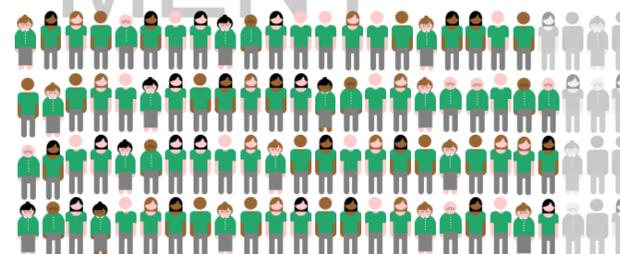
Co-ordinated Care



83% of adults from Dumfries and Galloway supported at home agreed that their health and social care services seemed well co-ordinated. This result is higher than the rate across Scotland which is 74%.



Feeling Safe



87% of adults from Dumfries and Galloway agreed they felt safe. This result is higher than the rate across Scotland which is 83%.

UNDER DEVELOPMENT