

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 SDS Option 4 where some of the budget was managed on her behalf by a legal guardian and 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 Betty's personal plan involved friends, family, social work, health, police and the solicitor working together.


For further information

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More Measures


We monitor many different aspects of health and social care to ensure that services are person centred, safe, effective, efficient, equitable and timely. Here are some more of the National Core Indicators for health and social care and the results for 2017/18:



Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency (Scotland: 23%) **24%** 


Emergency bed day rate per 100,000 adult population (Scotland: 115,500) **128,000** 



Emergency admission rate per 100,000 adult population (Scotland: 11,960) **12,740** 


 Premature mortality rate per 100,000 people aged under 75 (Scotland: 440) **388** 


Proportion of care services graded good (4) or better in Care Inspectorate inspections (Scotland: 85%) **87%** 

 Rate of readmission to hospital within 28 days per 1,000 admissions (Scotland: 97) **91** 

Percentage of adults with long term care needs receiving care at home (Scotland: 61%) **65%** 

 Hospital admission for falls per 1,000 population aged 65 and over (Scotland: 22) **18** 

Number of days people aged 75 or older spend in hospital when they are ready to be discharged per 1,000 population (Scotland: 772) **564** 

Proportion of last 6 months of life spent at home or in a homely setting (Scotland: 88%) **89%** 

Source: Information Services Division (ISD) Scotland

DUMFRIES AND GALLOWAY
INTEGRATION JOINT BOARD

HEALTH AND SOCIAL CARE



ANNUAL PERFORMANCE REPORT

2017/18

Supporting our communities to be the best place to live active, safe and healthy lives by promoting independence, choice and control

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. The full report is available on our website:

www.dg-change.org.uk

Key points from the report include:

- Most people surveyed (93%) agreed that they are able to look after their health well or very well and 85% of people rated their care and support as good or excellent.
- Recruiting people to work in health and social care is a challenge experienced across the Partnership including health, social care, voluntary and independent organisations.
- More people are sharing their experiences with us. An example of this is Betty's Story opposite. However, we can still do more to learn from these stories.
- More people are being supported to return to living independently at home or in a homely setting. The substantial investment in Lochmaben hospital to provide rehabilitation care and more people using reablement services in the community have contributed to this.
- The new Dumfries and Galloway Royal Infirmary opened in December 2017. This has meant adopting new ways of working and thinking about how services in the hospital link with services in people's communities. The amount of time people spend in hospital when they are ready to be discharged has fallen.
- The inequality gap for early antenatal care for pregnant women is smaller.
- 1 in 5 Carers told us that they do not feel supported to continue in their caring role. However, 70% of Carers agreed that they had a good balance between caring and the other things in their lives.
- The Partnership delivered a breakeven financial position for 2017/18.

How we are getting on: The Health And Care Experience (HACE) Survey 2017/18

The 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 survey in October 2017 and 4,986 responded.

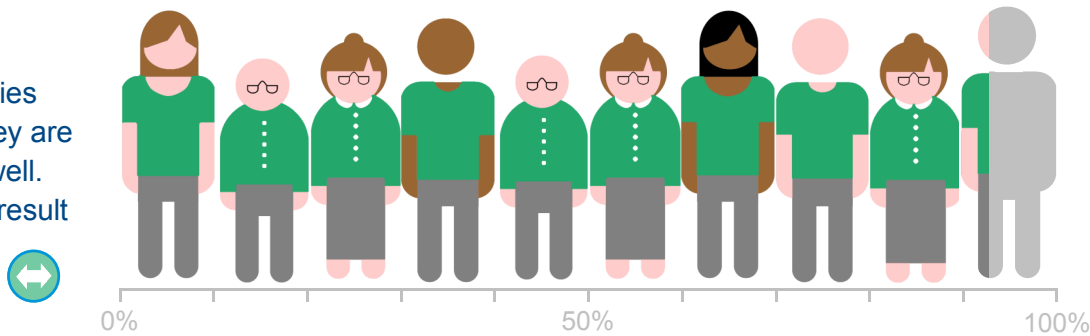
Of the nearly 5,000 people who responded, 746 identified as Carers (15%) and 281 (6%) people answered questions about their experiences of social care.

Results of the survey are publicly available at: www.gov.scot/GPSurvey

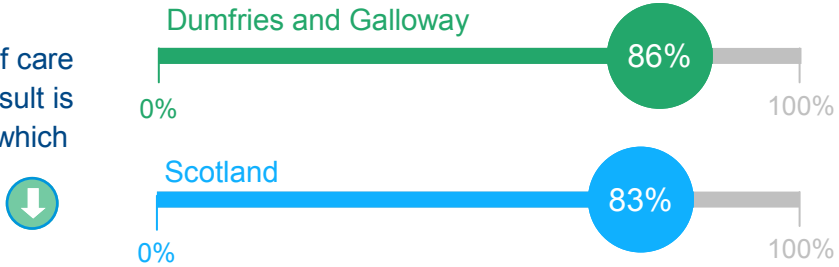


93%

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%.



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%.

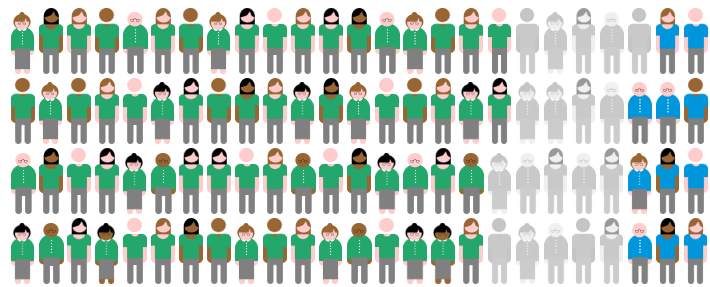


Carers

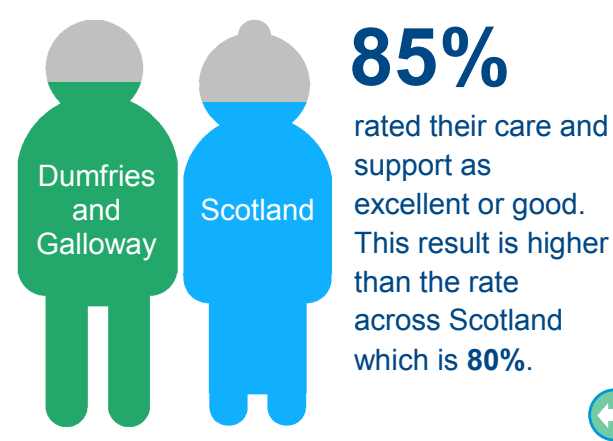
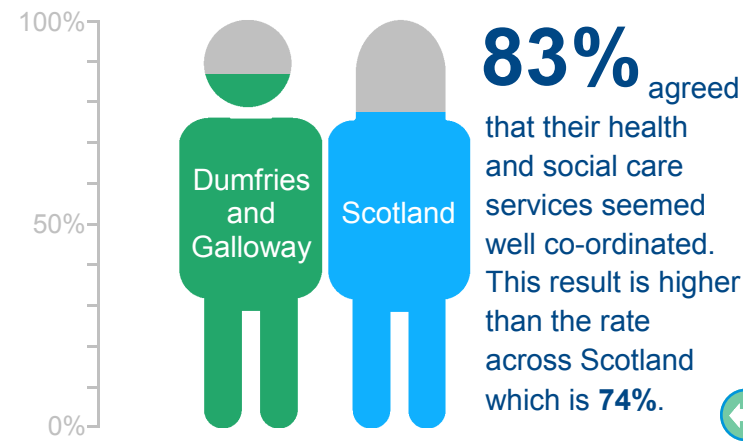
40% of Carers from Dumfries and Galloway felt supported to continue in their caring role. This result is higher than the rate across Scotland which is 37%.



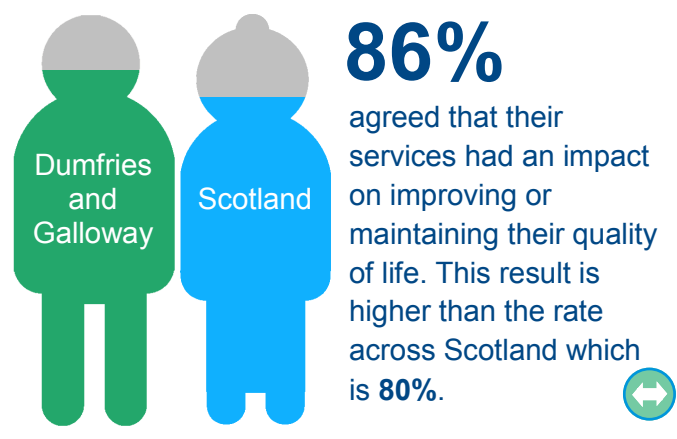
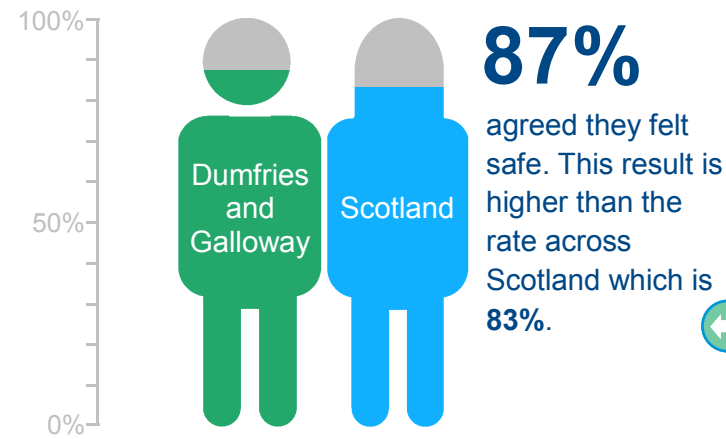
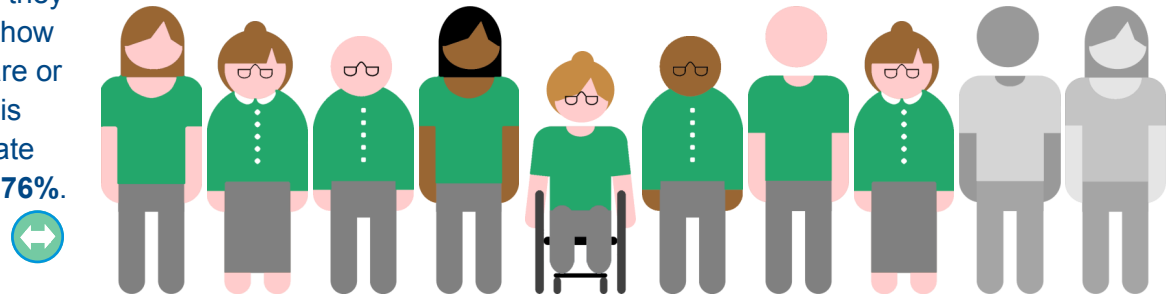
70% of Carers from Dumfries and Galloway agreed they have a good balance between caring and other things in their lives. This result is higher than the rate across Scotland which is 65%.



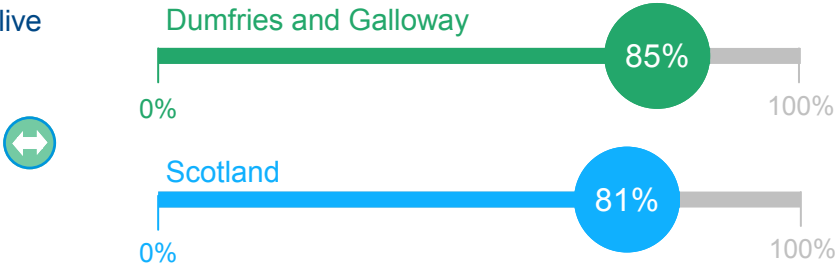
People supported at home



80% 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%.



85% reported that they are supported to live as independently as possible. This result is higher than the rate across Scotland which is 81%.



Key

We are meeting or exceeding the target or number we compare against

We are within 3% of meeting the target or number we compare against

We are more than 3% away from meeting the target or number we compare against

Statistical tests confirm the number has increased over time

Statistical tests suggest there is no change over time

Statistical tests confirm the number has decreased over time