

Dumfries and Galloway
Integration Joint Board



Annual Performance Report

Easy Read

2022/23

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Arabic

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Polish

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Simplified Chinese

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A message from Dumfries and Galloway Integration Joint Board



Andy McFarlane
Chair of the Dumfries and Galloway
Integration Joint Board

My name is Andy McFarlane and I am the Chair of the Integration Joint Board (IJB) for Dumfries and Galloway.

We call the Integration Joint Board the IJB for short.

Every year we write a report to tell people what we have been doing well and what we could do better.

What is this report about



Every year the IJB looks at what we have been doing and see what we could do better.

We also think about what we have learned.

This report shares some of that information with you.

Who are the IJB?



The IJB are responsible for a lot of the health and adult social care delivered to people across Dumfries and Galloway.

The IJB is made up of people from the NHS, Dumfries and Galloway Council and Third Sector and Independent Sector organisations.

The Third Sector includes voluntary organisations like charities and community groups.

The Independent Sector includes some care homes and care and support providers as well as some support organisations.

What does the IJB do?



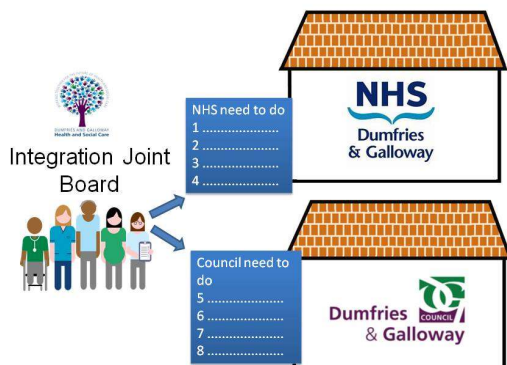
We listen to what kind of health and social care people need.



It is our job to plan and check all the health and adult social care in our area.



We decide how to spend the money set aside for health and adult social care.



The IJB tells the NHS and Dumfries and Galloway Council to deliver various health and adult social care services by giving them a list known as the Directions.

Listening to people



We spoke to lots of people about their experience of health and social care in a project called Time to Talk.

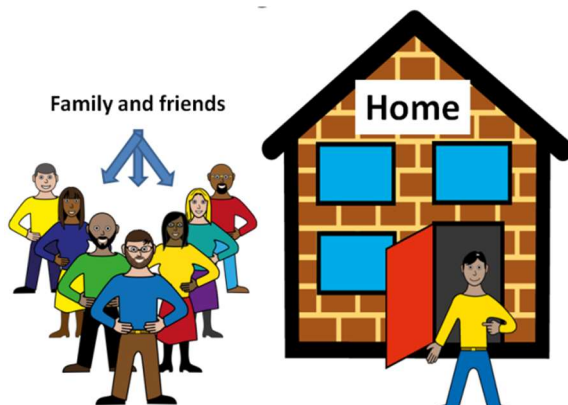
Over 500 people told us what went well, and what could have gone better.



We also spoke to lots of people about how they wanted bed based intermediate care to be delivered over the next 10 to 15 years. Right Care, Right Place is the name of this project.



Bed based intermediate care is needed when a person can no longer live safely in their home but does not need to be in a General Hospital. This may be for a short or a longer period of time.



People told us they want services delivered close to home by those who know you or know your family and friends.

Planning health and adult social care



We looked at the work the IJB asked the NHS and the Council to do and updated some parts of this. This work is called the Integration Scheme.



We looked at the latest information about how many people live in our communities and what they need.



We write plans that tell people

- why we need to change how we do things
- how we will work together with our partners in the future to do this

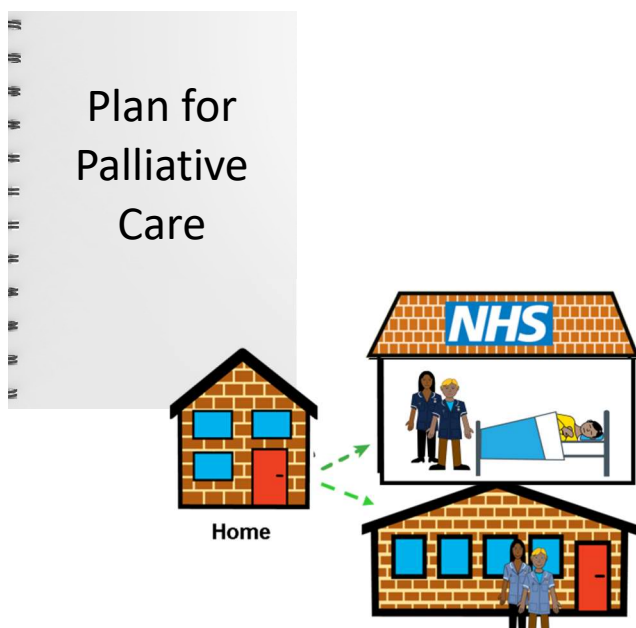


We worked on these plans this year and made good progress on

1. How we make sure people can tell us about their ideas and experiences.
2. How we support the people who provide care and support.
3. How people use digital support.

Digital support is things that can get help quickly in an emergency.

It could be a necklace you wear with a button you press if you need help. It could also be a sensor in your home or device that gives you medicine.



✗ There are other plans that are taking longer than we hoped:

- The planning for people who have learning disabilities and complex needs was late because we spent more time talking to people about their experiences.
- We have a plan to support people who have serious illnesses and people who are at the end of their life but have not agreed how to get on with it.

Finance



The IJB has a set amount of money to pay for everything each year. They are not allowed to go over that amount. Most of that money is spent on paying staff wages and people's medicines.

How we did:



Care and support was delivered with the money that was available.

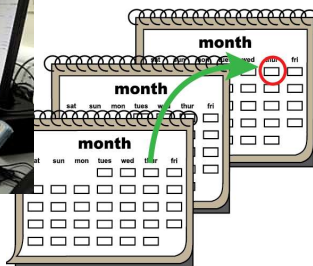
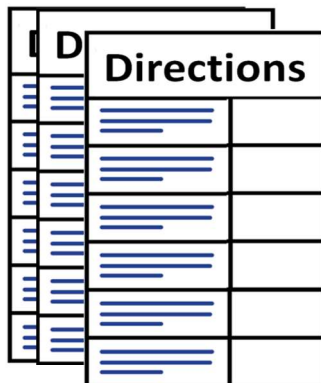


We also had to borrow some money from the Government.



We agreed to spend money on supporting people who provide unpaid care.

Telling the NHS and Dumfries and Galloway Council to deliver health and adult social care services



The IJB tells the NHS and Council to deliver services using a list of Directions. There were 31 Directions last year.

There were 111 projects set up to deliver Directions:

- ✓ 14 were complete or closed
- ✓ 46 are on track
- 46 had small problems
- ✗ 5 had big problems

The problems include

- not being able to hire people with the right skills
- helping people with urgent health and care needs has meant people have had to wait longer for less urgent care and support

How we're doing on targets – page 1



- ✓ Most services supporting people in Dumfries and Galloway have good ratings.
- ✗ Some services have had poor ratings from the Care Inspectorate. They are getting help to improve.

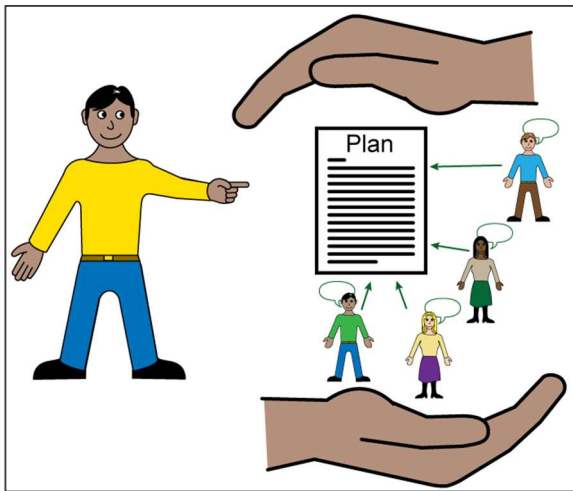
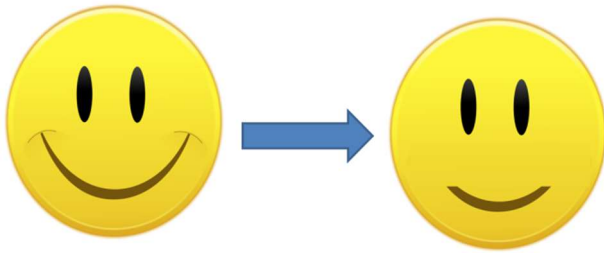
- ✓ People tell us they feel able to look after themselves, but more people need to get enough exercise.

- ✗ Women's health is getting worse, so we are going to make a plan for women's health.

- ✗ More people are telling us that they are not supported to live as independently as possible

- ✓ More people are supported in their own homes than in a care home.

How we're doing on targets – page 2



People in Dumfries and Galloway rate our services better than in other places in Scotland.



People are less happy with services than they used to be.



Fewer people in Dumfries and Galloway choose to arrange their own care at home support than in other places in Scotland. We call this Self Directed Support Option 1.

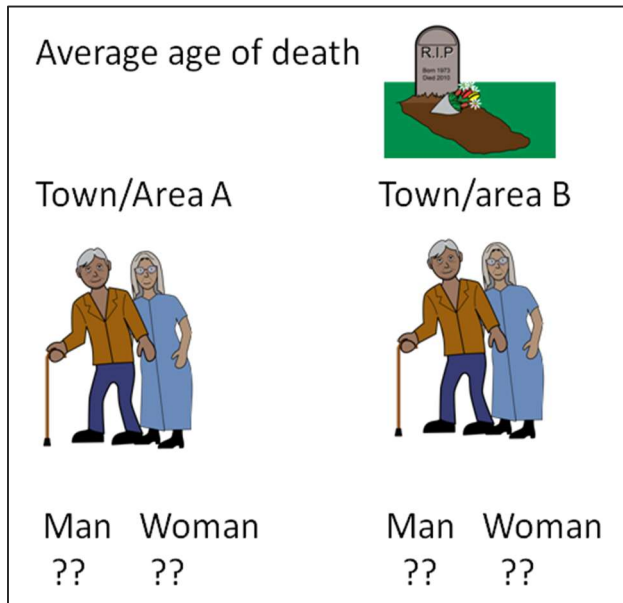


People are being passed to more services before they come into hospital as an emergency.




But... once they have been in hospital, people are less likely to be re-admitted.

How we're doing on targets – page 3





| Scottish Government Targets | |
|-----------------------------|---|
| | X |
| | X |
| | X |
| | X |
| | |
| | |




 There are big differences in how long people live in different towns and areas. People can die up to 16 years earlier or later depending on where they live. This is because people have different chances in life.

We want to help people live happier, healthier lives in Dumfries and Galloway.

 Most of our health services are not meeting waiting time targets set by Scottish Government. It is the same across Scotland.

 Very few people here have been waiting more than 18 months.

 There were fewer Support Plans set up last year for people who provide unpaid care.

How we're doing on targets – page 4



x People spend more time in hospital than they should.

We know this from

- People having a higher number of days in hospital than Scotland and
- more people getting delayed in hospital

Other big news



x Another care home in Dumfries and Galloway had to close and the people living there had to move out. This was upsetting for them, their families and the staff.



x We are having trouble making sure people have a dentist when they need one.

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