

Health and social care integration

Performance indicators mapped to national outcomes in North Ayrshire and North Lanarkshire

ACCOUNTS COMMISSION 

AUDITOR GENERAL 



Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire
<p>1) People are able to look after and improve their own health and wellbeing and live in good health for longer</p>	<p>% of people who say they are able to look after their health very well or quite well</p>	<ul style="list-style-type: none"> • Number of patients waiting more than four weeks for appropriate discharge • % satisfaction with health services • Proportion of adults who assess their health as good or very good in the Scottish Health Survey • Talking points: staying as well as you can • % of referrals of service users (to Money Matters) with health issues

Cont.

1) continued: Measures mapped to outcome in North Lanarkshire

- Premature mortality rate
- Number of clients for eg Weigh-to-go, Stop Smoking etc
- Number active NLL/SLLC members
- Number etc stress control class attendees, calls to Breathing Space etc
- Number of people screened eg ABI, Keep Well, Cancer
- % SIMD accessing primary care and preventative service
- Number of people engaged with the third sector
- Falls rate per 1,000 population in over 65s
- % of adults with intensive needs receiving care at home
- % admission to hospital/ care home for people on reablement/ SYI with a 50 per cent plus SPARRA score
- Number of days people spend in hospital when they are ready to be discharged
- % of total health and care spend on hospital stays where the patient was admitted in an emergency
- % of people who are discharged from hospital within 72 hours of being ready
- Making life easier – number of people/ deliveries/ items
- Number of people with assistive technology/ telecare
- Numbers completing self management courses
- % of carers who feel supported to continue in their caring role
- % of adults supported at home who agree they feel safe
- Social networks section of Scottish Household Survey
- % of adults supported at home who agree they are supported to live as independently as possible

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire
<p>2) People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community</p>	<p>% of adults supported at home who agree they are supported to live as independently as possible</p>	<ul style="list-style-type: none"> • Rate of emergency admissions to hospital for people aged 75+ • Emergency inpatient bed day rates for people aged 75+ • Enablement/ reablement measure • Proportion of service users aged 75+ with a telecare package • Talking points: feeling safe • Number of service users 65+ with a community alarm package • Number of service users with an enhanced telecare package • % of people aged 65+ with intensive needs receiving care at home • SDS option indicators • Talking points: living where you want

Cont.

2) continued: Measures mapped to outcome in North Lanarkshire

- Premature mortality rate
- Number of clients for eg Weigh-to-go, Stop Smoking etc
- Number active NLL/SLLC members
- Number etc stress control class attendees, calls to Breathing Space etc
- Number of people screened eg ABI, Keep Well, Cancer
- % SIMD accessing primary care and preventative service
- Number of people engaged with the third sector
- Falls rate per 1,000 population in over 65s
- % of adults with intensive needs receiving care at home
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- Making life easier – number of people/ deliveries/ items
- Number of people with assistive technology/ telecare
- Numbers completing self management courses
- % of carers who feel supported to continue in their caring role
- % of adults supported at home who agree they feel safe
- Social networks section of Scottish Household Survey
- Rate of emergency admissions for adults
- Rate of admissions from ERU or equivalent
- % of hospital admissions for people with a 50%+ SPARRA score
- % people assessed by a senior clinician in A&E within 4 hours
- Rate of emergency bed days for adults
- Number CCAs undertaken in a non-hospital setting
- Readmission to hospital within 28 days of discharge
- % of people admitted from home to hospital during the year, who are discharged to a care home
- Proportion of the last 6 months of life spent at home or in a community setting
- Expenditure on end of life care
- % of people who say they are able to look after their health very well or quite well

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire	Measures mapped to outcome in North Lanarkshire
<p>3) People who use health and social care services have positive experiences of those services, and have their dignity respected</p>	<p>% of adults receiving any care or support who rate it as excellent or good</p>	<ul style="list-style-type: none"> • Warwick-Edinburgh Mental Well-being Scale • SDS option indicators • % of people receiving care or support who agree they were treated with respect • % of people receiving care or support who report they were treated with compassion and understanding • % of service users who said that people took into account what is important to them • % of service users satisfied with their involvement in the design of their care packages • % of learning disability service users with a completed person centred care plan • % of learning disability service users accessing employment support activities • Talking points: having things to do 	<ul style="list-style-type: none"> • % of adults supported at home who agree they have a say in how their help, care or support is provided • Number of people with individual SDS budgets • % of clients with personal outcomes recorded eg via eKIS, MiDIS • % personal outcomes accessed for care planning • % complaints and compliments per partner organisation • Benchmarking against organisations(s) customer care standards or equivalent • % people with positive experience of their GP practice • % staff who say they would recommend their workplace as a good place to work

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire	Measures mapped to outcome in North Lanarkshire
<p>4) Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services</p>	<p>% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life</p>	<ul style="list-style-type: none"> • Diagnosis of dementia • Enablement/ reablement measure • Proportion of service users aged 75+ with a telecare package • Number of service users with an enhanced telecare package • Debt advice indicator • Money matters- income generation for service users • % of service users in receipt of an outcome focussed support plan • % of service users aged 65+ with a community support package reviewed 	<ul style="list-style-type: none"> • Premature mortality rate • Number of clients for eg Weigh-to-go, Stop Smoking etc • Number active NLL/SLLC members • Number etc stress control class attendees, calls to Breathing Space etc • Number of people screened eg ABI, Keep Well, Cancer • % SIMD accessing primary care and preventative service • Number of people engaged with the third sector • % of adults supported at home who agree they have a say in how their help, care or support is provided • Number of people with individual SDS budgets • % of clients with personal outcomes recorded eg via eKIS, MiDIS • % personal outcomes accessed for care planning • Proportion of care and care at home services rated 3 or above in Care Inspectorate inspections • % Care Inspectorate grades of 3 and above for Quality of Environment • % of Care Inspectorate grades of 3 and above for quality of care and support • % of adults supported at home who agree that their health and social care services seem to be well coordinated • % staff, carers and volunteer survey respondents who feel they have the knowledge and skills required • % of people who say they are able to look after their health very well or quite well

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire	Measures mapped to outcome in North Lanarkshire
5) Health and social care services contribute to reducing health inequalities	Premature mortality rate	<ul style="list-style-type: none"> • Alcohol brief interventions • % of adult population who smoke • Number of deaths, with age-standardised mortality rates, by year of death registration for cancer • Number of deaths, with age-standardised mortality rates, by year of death registration for CHD • LTC - asthma, COPD, diabetes, CHD • Delayed discharges at 2 weeks • Number of general acute inpatient and daycase drug-related discharges (any position) age-sex standardised rates • Number of general acute inpatient and daycase alcohol-related discharges (any position) age-sex standardised rates • Number of deaths, with age-standardised mortality rates, by year of death registration for stroke • Naloxone dispensing 	<ul style="list-style-type: none"> • Number of clients for eg Weigh-to-go, Stop Smoking etc • Number active NLL/SLLC members • Number etc stress control class attendees, calls to Breathing Space etc • Number of people screened eg ABI, Keep Well, Cancer • % SIMD accessing primary care and preventative service • Number of people engaged with the third sector • % of adults supported at home who agree they have a say in how their help, care or support is provided • Number of people with individual SDS budgets • % of clients with personal outcomes recorded eg via eKIS, MiDIS • % personal outcomes accessed for care planning • % of people who say they are able to look after their health very well or quite well

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire
<p>6) People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing</p>	<p>% of carers who feel supported to continue in their caring role</p>	<ul style="list-style-type: none"> • % of carers who report that services are well coordinated for the people carers look after • % of carers who have been offered a carers assessment • Measure of respite care – older people 65+ – overnight • Measure of respite care – older people 65+ – daytime hours • Measure of respite care – adult 18-64 – overnight respite • Measure of respite care – adult 18-64 – daytime hours • Measure of respite care – children and young people – overnight respite • Measure of respite care – children and young people – daytime hours • Number of carers assessments completed • % of carers who report they have a good balance between caring and other things in their life • % of carers who are still able to spend enough time with people they want to spend time with • % of carers for whom caring has had a negative impact in their own health and wellbeing • % of carers who have a say in the services provided for the person they look after

Measures mapped to outcome in North Lanarkshire

- % of adults supported at home who agree they have a say in how their help, care or support is provided
- Number of people with individual SDS budgets
- % of clients with personal outcomes recorded eg via eKIS, MiDIS
- % personal outcomes accessed for care planning
- Falls rate per 1000 population in over 65s
- % of adults with intensive needs receiving care at home
- % admission to hospital/ care home for people on reablement/ SYI with a 50 per cent plus SPARRA score
- Number of days people spend in hospital when they are ready to be discharged
- % of total health and care spend on hospital stays where the patient was admitted in an emergency
- % of people who are discharged from hospital within 72 hours of being ready
- Making life easier – number of people/ deliveries/ items
- Number of people with assistive technology/ telecare
- Numbers completing self management courses
- % of adults supported at home who agree they feel safe
- Social networks section of Scottish Household Survey
- % of adults supported at home who agree they are supported to live as independently as possible

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire
7) People using health and social care services are safe from harm	% of adults supported at home who agree they feel safe	<ul style="list-style-type: none"> • Proportion of telecare users age 75+ with a telecare package • Number of service users with an enhanced telecare package • % of adults at risk of harm consulted who feel safer as a result of social work intervention

Measures mapped to outcome in North Lanarkshire

- Falls rate per 1,000 population in over 65s
- % of adults with intensive needs receiving care at home
- % admission to hospital/ care home for people on reablement/SYI with a 50 per cent plus SPARRA score
- Number of days people spend in hospital when they are ready to be discharged
- % of total health and care spend on hospital stays where the patient was admitted in an emergency
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- Making life easier – number of people/ deliveries/ items
- Number of people with assistive technology/ telecare
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- % of carers who feel supported to continue in their caring role
- Social networks section of Scottish Household Survey

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire
8) People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide	None	<ul style="list-style-type: none"> • % of contact centre staff that have completed training • % staff satisfied with supervision process • % personal carers qualified • % of care staff with appropriate qualifications in council residential care for older people • % of care staff with appropriate qualification for level of post held (day services) • % of care staff with appropriate qualifications in local authority residential children's homes • % of staff survey respondents who say they feel supported to do their job as well as possible • % of staff survey respondents who would recommend their organisation as a good place to work • % of staff who have had a PPD interview in the last 12 months

Measures mapped to outcome in North Lanarkshire

- Proportion of care and care at home services rated 3 or above in Care Inspectorate inspections
- % Care Inspectorate grades of 3 and above for Quality of Environment
- % of Care Inspectorate grades of 3 and above for quality of care and support
- % of adults supported at home who agree that their health and social care services seem to be well coordinated
- % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life
- % staff, carers and volunteer survey respondents who feel they have the knowledge and skills required
- Service providers engaged with service development
- Cost per service beneficiary for all partner organisations

Outcome	Common performance indicator	Measures mapped to outcome in North Ayrshire
9) Resources are used effectively and efficiently in the provision of health and social care services	None	<ul style="list-style-type: none"> • Balance of spend across community and institution settings • % of adults satisfied with social care or social work services • Self – direct support spend for people aged over 18 as a % of total social work spend on adults • Homecare costs for people aged 65 or over per hour • The gross cost of ‘children looked after’ in residential based services per child per week • The gross cost of ‘children looked after’ in community setting per child per week • Delayed discharge costs • Number of in house foster carers • Proportion of service users age 75+ with a telecare package • Number of service users with an enhanced telecare package

Measures mapped to outcome in North Lanarkshire

- Falls rate per 1,000 population in over 65s
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- Readmission to hospital within 28 days of discharge
- % of people admitted from home to hospital during the year, who are discharged to a care home
- Proportion of the last 6 months of life spent at home or in a community setting
- Expenditure on end of life care

9) Continue: Measures mapped to outcome in North Lanarkshire

- % adults receiving any care or support who rate it as excellent or good
- % complaints and compliments per partner organisation
- Benchmarking against organisations(s) customer care standards or equivalent
- % people with positive experience of their GP practice
- % staff who say they would recommend their workplace as a good place to work
- Proportion of care and care at home services rated 3 or above in Care Inspectorate inspections
- % Care Inspectorate grades of 3 and above for Quality of Environment
- % of Care Inspectorate grades of 3 and above for quality of care and support
- Percentage of adults supported at home who agree that their health and social care services seem to be well coordinated
- % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life
- % staff, carers and volunteer survey respondents who feel they have the knowledge and skills required
- Service providers engaged with service development
- Cost per service beneficiary for all partner organisations



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