

# NHS Ayrshire & Arran



<b>Meeting:</b>	<b>Ayrshire and Arran NHS Board</b>
<b>Meeting date:</b>	<b>Monday 7 October 2024</b>
<b>Title:</b>	<b>North Ayrshire Health and Social Care Partnership Annual Performance Report 2023-24i</b>
<b>Responsible Director:</b>	<b>Caroline Cameron, Director North Ayrshire Health and Social Care Partnership (NAHSCP)</b>
<b>Report Author:</b>	<b>Lee Ballantyne, Senior Manager, Strategic Planning &amp; Transformation, NAHSCP</b>

## 1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- NHS Board/Integration Joint Board Strategy or Direction

This aligns to the following NHSScotland quality ambition(s):

- Effective
- Person Centred

## 2. Report summary

### 2.1 Situation

Section 42 of the Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Joint Boards to publish an annual performance report setting out an assessment of performance in planning and carrying out the integration functions for which they are responsible.

Guidance for Health and Social Care Integration Partnership Performance Reports (published by the Scottish Government, March 2016) was followed to ensure the content of our performance report met the requirements set out in the guidance.

The report is for members' discussion and assurance.

### 2.2 Background

Each year the Partnership is required to publish an Annual Performance Report, both to comply with legislative requirements and to demonstrate the progress made in working towards strategic priorities and national outcomes. The legislated publication date is 31 July.

This report was presented to the IJB Performance and Audit Committee and the HSCP Senior Management Team in July 2024, the NA IJB on 22 August and has been published on the Partnership's website.

## 2.3 Assessment

The Annual Performance Report demonstrates the ongoing progress made by the Partnership in delivering against its vision and strategic priorities, as well as the Scottish Government national health and wellbeing outcomes, children's and justice service outcomes and a range of local measures.

This covering report highlights some of the key achievements during 2023-24 which are contained within the Annual Performance Report. Key highlights against each of the Strategic Priorities are outlined below:

### Provide Early and Effective Support

- The North Ayrshire Primary Care Development Manager has implemented the 'Providing Welfare Rights in GP Practices' within 11 North Ayrshire GP practices. 2023-24 saw a 208% increase in financial support to patients/residents with a value of £2,907,341 being generated compared with £945,273 the previous year.
- Community Link Workers provided over 2,000 clinics with over 6,000 patient contacts.
- Our Drug and Alcohol Service continues to surpass targets for Alcohol Brief Intervention: ABI Delivery Priority Settings: Target – 3,420; Actual – 6,389  
ABI Delivery Wider Settings: Target – 856; Actual - 1,210.
- The efforts of the Ward 2 team at Ayrshire Central Hospital have been so successful their work has secured a 'Greatix Award'; an award that recognises excellence.
- The Dementia Support Service received an unannounced inspection. This inspection was to test a new way of confirming better performance and low risk services continue to perform at a required standard. The inspection confirmed the previous good evaluation.

### Tackle Inequalities

- Our Money Matters Team once again supported the most vulnerable people in our communities, accessing entitled benefits to the incredible sum of £20,081,590.91, an increase of over £1.5m from 2022 to 2023. In total 5,739 referrals were received by the service.
- The new 'Building Caring Communities' unpaid carer strategy for 2023 to 2025 was launched. This will further support the estimated 14,000 unpaid carers in North Ayrshire.
- The inspection of our Adult Support and Protection work was undertaken with an outcome described as 'commendable' in the final report.

### Enable Communities

- In August 2023, two events were hosted by the Refugee Support Team to support families from Syria and Ukraine become more familiar with their community and to support their Health and Wellbeing. 20 Ukrainian and 16 Syrian families attended.

- During the past year 68 compliments were received and 111 complaints, 15 of which were upheld.
- Ayrshire Independent Living Network (AILN) continues to support the Partnership providing Self-Directed Support advice. During the 2023 calendar year 457 people were supported (30% resident in North Ayrshire) with 180 new referrals received across Ayrshire.
- Two new initiatives were launched - Baristamoss and The Glam Hideaway – in support of those using the Day Opportunities service for adults with a learning disability at Trindlemoss.

### Develop and Support our Workforce

- Our celebration of care event, otherwise known as the Partnership Awards, took place on the 20 June at the Volunteer Rooms in Irvine.
- The Partnership has experienced significant workforce challenges across the Health and Social Care sector, including, and probably the most challenging of these, being on the island of Arran. The new health and social care accommodation, Glenartney, opened its doors in 2023 and has already been a huge benefit in being able to provide high quality accommodation for staff who commute to work on the island.
- Several managers within the Health and Social Care Partnership successfully completed our Systems Leadership course during 2023 to 2024. The course has been designed to introduce social work and social care professionals to system leadership considering a whole systems approach to complex human systems.
- A new Nurse Practitioner role was developed along with a training and competency framework to support the demand at the Arran War Memorial Hospital.
- Over the last three years our Staff Wellbeing Programme has delivered several successful wellbeing initiatives/activities to support the wellbeing of staff. This work was initially funded by the Scottish Government in 2021/22 and has been funded solely by North Ayrshire Integration Joint Board (IJB) for the last 2 financial years.
- As part of the NAHSCP Learning and Development Strategy 2023-28 we stated that we are committed to making sure that staff are supported to Be The Best They Can Be. As part of this commitment, we are delighted to say we have been working in Partnership with The Skills Network to develop new and free learning opportunities for our staff

### Improving Mental and Physical Health and Wellbeing

- Montrose House Care Home received an unannounced inspection on 14 September 2023 which was a follow up to the initial inspection which took place in June 2023. The service is continuing to implement a robust improvement plan and is working alongside wider Health and Social Care Partnership colleagues to build on the improvements made since the last inspection.
- In early April, applications opened for our bespoke Mental Health & Well Being fund for support for up to £500 per child, young person or carer/parent. This may be for a specific one off spend or a more regular payment of support over a longer period of time. The fund is designed to specifically target issues of mental and emotional distress and wellbeing rather than mental illness.
- As of November the number of beds available within Ward 7A was permanently reduced from 10, to 7. As a result of this change, the ward has seen a variety of benefits, including reduced levels of behaviours perceived as challenging, and

space to explore new developments, with a view to improving the care environment and client experience.

- In October 2023, we received the written findings of a recent Care Inspectorate unannounced inspection of one of our residential Children's Houses, Abbeycroft. The service received a scoring of 5 (in evaluating quality, a six-point scale is used where 1 is unsatisfactory and 6 is excellent).
- 1,710 Naloxone kits were handed out in Ayrshire during the year (846 of which were in North Ayrshire), with 51 lives reported to have been saved in that time (31 in North Ayrshire). However, the true number of lives saved is thought to be higher, with many instances of Naloxone use going unreported.
- North Ayrshire Libraries won the Scottish Library & Information Council (SLIC) Project Excellence Award for their pioneering work in supporting those recovering from problematic alcohol and/or other drug use. The partnership between North Ayrshire Libraries and North Ayrshire Drug and Alcohol Recovery Service saw the creation of a safe, supported, non-clinical environment in Kilwinning Library on a weekly basis for NADARS staff, service users and their families to attend.

### Children and Justice Outcomes

- Progress on The Promise continued this year focusing on:
  - A new North Ayrshire Will Keep The Promise Instagram Channel
  - Forming a Care Experienced Youth Group within all Secondary Schools within North Ayrshire to give care experienced young people a platform to use their voice to initiate real change as well as having a safe space to communicate with staff and one another
  - Awareness raising and training
- The 'Signs of Safety' assessment and planning model started its implementation. This model places parents, children and everyone naturally connected to the child at the centre of the assessment, decision-making and planning and is a significant paradigm shift for children's services.
- Our Children and Adolescent Specialist Support team (CASST) were able to create a modern apprentice opportunity. It was agreed that the team would benefit hugely from recruiting someone with lived experience of substance use.
- Our Rosemount Project received referrals to work with 127 families across North Ayrshire.
- We continued to utilise investment from the Whole Family Wellbeing Fund into the Family Centred Wellbeing Service; Therapeutic Counselling; Support in Early Years; Dad's Support Worker; Neurodevelopmental activities, to highlight a few areas.
- A group of six clients of North Ayrshire's Unpaid Work team have received recognition certificates from the Koestler Awards for their original artworks. The Koestler Awards for arts in criminal justice started in 1962. Each year, over 3,500 people in custody and in the community share their creative work by taking part.
- As a result of having an established Prevent Multi Agency Panel Process, North Ayrshire are one of only three HSCPs in Scotland to be selected to participate in the Prevent Multi Agency Panel Hydra training sessions that the Home Office and College of Policing run.
- We continue to surpass Community Payback Orders Unpaid Work completed on time targets.
  - Level 1: Target – 57%; Actual - 97.3%
  - Level 2: Target – 67%; Actual - 96.1%

- Following a slight 'dip' in Drug Treatment and Testing Order (DTTO) Assessments in 2022-23, the number of assessments increased to 66 from 43 in 2023-24 with 24 orders imposed.
- 2023-24 saw a decrease in Diversion from Prosecution; 130 from 173. This is due to delays from the time that the offence was committed until the individual is referred to and assessed by the Diversion team.

### Mental Health Lead Partnership

- With the launch of the National Mental Health and Wellbeing Strategy – a pan Ayrshire implementation group has been formed to consider the impact of delivery and workforce planning both locally and on a Pan Ayrshire basis, this will be called the Strategic Leadership Group.
- The Learning Disability service continues to experience workforce pressures across several of its elements, in particular Trindlemoss House.
- The Social Work Team has seen significant improvements with regard to staffing levels, which has enhanced its capacity to respond to issues such as overdue reviews. None-the-less, the service is very conscious of the continuing pressure on the team and service fragility linked to workforce.
- Trindlemoss Day Opportunities has been a contributor to the successful delivery of the How We See Ourselves poetry/art animation project, within a project led by Neighbourhood Networks
- A Drug and Alcohol Services report from North Ayrshire Drug and Alcohol Recovery Service (NADARS) and North Ayrshire Alcohol and Drug Partnership (ADP) highlighted some of the positive work being undertaken to prevent drug and alcohol related deaths locally. The report details some of the work carried out over the past year, including the ongoing implementation of the Scottish Government's Medication Assisted Treatment (MAT) Standards, providing additional support to individuals following a non-fatal overdose, increasing access to residential rehabilitation programmes, and the continued roll-out of the life-saving medication Naloxone across North Ayrshire, which reverses the effects of an opioid overdose.
- North Ayrshire had been set a target of increasing the number of individuals receiving Medial Assisted Treatment (MAT) from 882 in 2020 to 959 by March 2024, with 2023-24 figures (1,011) already exceeding the 2024 target.
- The Scottish Government's Communities Mental Health and Wellbeing Fund for Adults has distributed around £36 million to community initiatives supporting mental health and wellbeing across Scotland. The Green Health Partnership included provision of a contribution amounting to £46,125 in Year 2, for projects specifically focussed on 'green health' related activity. This resulted in a total of £516,107 being distributed to 55 projects across North Ayrshire. Early monitoring demonstrates that so far, an additional 5,000 North Ayrshire residents have already benefitted from the Year 2 projects. There will be a continued emphasis in Year 3 on responding to the cost-of-living crisis and on those facing socio-economic disadvantage.

The report concludes with information on the important role played by Locality Planning Forums as a key conduit between local communities and the Partnership, the Transformation Programme and financial performance.

#### **2.3.1 Quality/patient care**

No implications for patient care.

### **2.3.2 Workforce**

No staffing/workforce implications.

### **2.3.3 Financial**

No financial implications arising directly from the report.

### **2.3.4 Risk assessment/management**

No risk implications arising directly from the report.

### **2.3.5 Equality and diversity, including health inequalities**

An impact assessment has not been completed because there are no equality implications arising from the report.

### **2.3.6 Other impacts**

- No other impacts to highlight.

### **2.3.7 Communication, involvement, engagement and consultation**

The Board has carried out its duties to involve and engage external stakeholders where appropriate.

### **2.3.8 Route to the meeting**

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

- North Ayrshire IJB, 22<sup>nd</sup> August 2024
- North Ayrshire IJB Performance and Audit Committee, 30<sup>th</sup> August 2024.

## **2.4 Recommendation**

Members are asked to discuss and comment on the North Ayrshire Health and Social Care Annual Performance Report 2023-24.

- **Discussion** – Examine and consider the implications of a matter.

## **3. List of appendices**

The following appendix is available with this report and [online](#):

- Appendix 1, North Ayrshire Health and Social Care Partnership Annual Performance Report 2023-24

# North Ayrshire Health and Social Care Partnership Annual Performance Report 2023 to 2024





## Reflections from the Director

Welcome to our Annual Performance Report for 2023 to 2024. This report focusses on the performance of services during one of the most challenging years our health and social care services have faced, as we emerged from the pandemic. Our services have faced extreme pressures over the period, with increasing demand and individuals requiring a different type of support. Despite these challenges there have been many significant achievements, and these are outlined in this report.

We expect our services to face on-going challenges, including supporting those who were not able to access a health and social care professional due to demands and restrictions, and addressing the rise in poor mental wellbeing in our communities. We have learned much from our pandemic experience, such as recognising the strength and resilience within our communities, discovering how truly determined and hard-working our workforce is, and finding greater ways to work in collaboration with our partners.

The year 2023 to 2024 is the second year of our Strategic Plan 2022 to 2030, 'Caring Together'. Through delivery of this plan, we hope to help create a North Ayrshire where everyone can live a safe, healthy, and active life. Working together, we can develop a vibrant and proactive health and social care service, that is adaptable to the changing needs and demands of North Ayrshire and will continue to provide our communities with the right service at the right time. We are ambitious in how we want to change and modernise our services and will focus on the integration of services to deliver real change to the way services are being provided. We will direct our resources to improve service performance and outcomes for our communities.

Our transformation programme will focus on service redesign to align future service models to strategic priorities and our reducing resources.

In conclusion, I want to acknowledge the tremendous efforts of staff across the Health and Social Care Partnership who have been under immense pressure for a sustained period, whilst continuing to deliver services with professionalism and dedication. I look forward to the next twelve months with optimism and know that we will continue to work with our partners to meet the needs of our communities.



**Caroline Cameron**

Director, North Ayrshire Health and Social Care Partnership



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## Visions, Values and Priorities

North Ayrshire Health and Social Care Partnership (NAHSCP/the Partnership) is working towards a vision where:

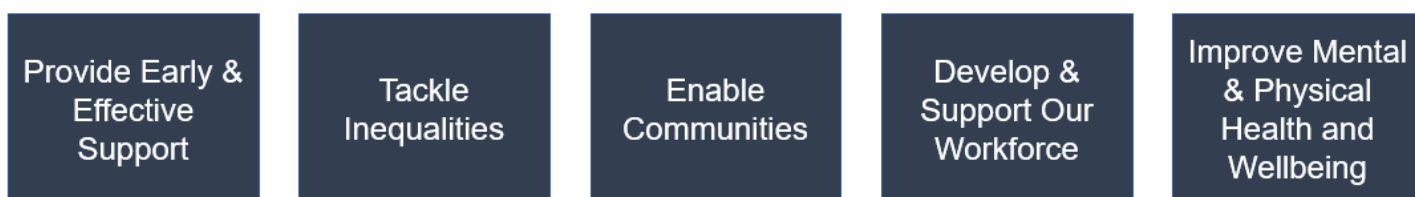
**“All people who live in North Ayrshire are able to have a safe, healthy and active life.”**

Our Partnership includes health and social care services within **Health and Community Care Services (H&CC)**, **Mental Health and Learning Disability Services** and **Children, Families and Justice Services**.

In this annual performance report, we look back on the progress we have made, share some of our successes and reflect on some areas that have proved challenging.

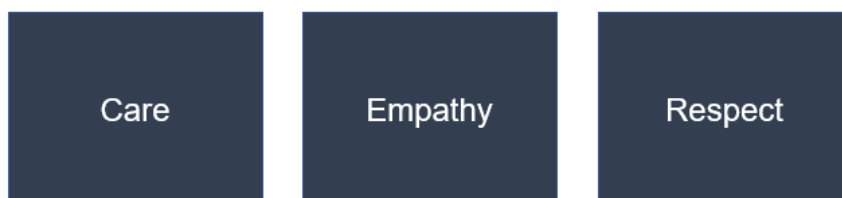
This report aligns with our “Caring Together” Strategic Commissioning Plan 2022 to 2030. This is the first time the Health and Social Care Partnership has set out such a long-term plan for how we intend to improve services and the health and wellbeing of the local community. The plan set out our pandemic recovery intentions, as well as offering a longer-term vision for local health and social care services.

Over the period of this strategic plan, the Health and Social Care Partnership will seek to:



We see these priorities as interlinked, and we expect that where we see success against one priority, it's effect will positively impact against others.

People who use our services and North Ayrshire residents will experience our Partnership **values** in the way our staff and volunteers engage with you and how we behave. We will treat you with:



## Local Priorities

The themes of the strategic plan are how the HSCP will plan services and seek positive outcomes across the whole of North Ayrshire, but each community within North Ayrshire will have unique challenges and different inequalities. As such, the HSCP is required to develop planning in a smaller geographic area for different localities, which in North Ayrshire are:

- Arran
- Garnock Valley
- Irvine
- Kilwinning
- North Coast and Cumbrae, and
- Three Towns

A new method for carrying out local planning in these areas has been developed over the last year and is currently being implemented in order to develop priorities and actions in the form of published Locality Plans, to be developed by 2025. This method will analyse local data, engagement, and service information, and ensure continued community feedback and leadership to develop robust, informed plans.

## Structure of this report

We have measured and evaluated our performance in relation to:

- Partnership Strategic Objectives
- Scottish Government National Health and Well-being Outcomes
- Children's and Justice Services Outcomes
- Local measures

The North Ayrshire Health and Social Care Partnership continues to have lead partnership responsibilities across Ayrshire and Arran for Mental Health and Learning Disability Services as well as Child Health Services (including immunisation and infant feeding). We have reflected on some of the highlights and challenges of leading these services across Ayrshire.

We will show that all our services (those provided by our Partnership staff and those provided by other organisations on our behalf) are providing high quality care and support to the people of North Ayrshire.

Finally, the partnership continues to face financial challenges in delivering and improving services from within the available budget, during the year we have made significant progress towards achieving financial balance and overall service sustainability. We have detailed our financial position and reflected on how we continue to provide assurance that we are delivering Best Value in North Ayrshire for Health and Social Care services.

# **Provide Early and Effective Support**

## **National Outcomes**

- 1 People are able to look after and improve their own health and wellbeing and live in good health for longer.
- 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.
- 3 Health and social care services contribute to reducing health inequalities.

## 1.1 Preventing Suicide in North Ayrshire: [‘Creating Hope Together: Scotland’s Suicide Prevention Strategy 2022 to 2032’](#)

Staff from across North Ayrshire HSCP were joined by colleagues from NHS A&A, East and South HSCPs and Third Sector partners for a suicide prevention event at Saltcoats Town Hall in October. The theme of the event was ‘Creating Hope Together’, recognising that suicide prevention is everybody’s business and that we can all take action - no matter how big or small - to prevent suicide.

The aims of the day were to encourage discussion and generate ideas for taking action to prevent suicide in North Ayrshire, share our knowledge so far about suicide prevention and highlight areas of good practice, inspire a call to action across all sectors to work and learn together to drive change in North Ayrshire and consider what more can be done to prevent suicide and identify the support needed to ensure everyone can play their part.

As well as staff from NAHSCP/NAC/NHS A&A, representatives of Arran CVS, Dalry Men’s Shed and dsm-firmenich also delivered thought-provoking presentations on the day, with attendees taking part in two workshop sessions that will help to shape our next steps.

## 1.2 The **North Ayrshire Primary Care Development Manager** worked successfully with 11 North Ayrshire GP practises, selected by the Scottish Government Improvement Service and HSCP Money Matters team, to implement the ‘Providing Welfare Rights in GP Practices’. The initiative saw Income Advisors based in these practices, who worked with patients and residents to carry out complete benefits checks, help them make claims and support them if they were disputing claims. Arran and Millport went live in Quarter 3 of 2023 to 2024. Year two of the pilot resulted in:

- 646 referrals to the service (compared to 429 in the first year, 50.5% increase)
- there have been 44 referrals made to other agencies to support patients with fuel, debts and other supports from HSCP
- £2,907,341.52 has been generated for patients and residents of North Ayrshire in the second year of the project with a total £3,852,615.06 since the project commenced in 2022 to 2023

Community Link Workers followed by GP’s and then Mental Health Practitioner’s being the highest referrers into project.

## 1.3 **Community Link Workers** continue to support people aged 16 and over on a wide range of issues affecting health and wellbeing, such as money worries, unemployment, social isolation, bereavement, alcohol, and drug use, managing stress, low mood and anxiety and living a healthier lifestyle. Over 2,000 clinics were provided in North Ayrshire GP Surgeries with over 6,000 patient contacts made.

Community Link Workers have increased their reach by being involved in the roll out of North Ayrshire Council’s No Wrong Door policy, this policy builds on existing efforts to ensure that residents can access the funding or support that they need during the cost of living crisis.



Residents can now access advice and support from a number of key services including, financial inclusion, employability, homelessness, digital access/skills and community link workers, by completing a simple online form.

As part of for this initiative the team worked closely with the NAHSCP communications officer to create an online [A-Z list of services](#) that can assist with a wide range of wellbeing, emotional and practical support services. This addition to the NAHSCP has been well received and is now one of the most viewed pages.

- 1.4 The Scottish Government's 2021 to 2022 Programme for Government committed to invest £500million of **Whole Family Wellbeing Funding** (WFWF) across Scotland, over the lifetime of the Parliament to help family support services to make transformational changes to reduce the need for crisis intervention and to shift investment towards prevention and early intervention. We are now in year two of the four year programme. In September, further proposals linked to this funding were agreed or previously agreed initiatives began operating.

Some of the approved initiatives include:

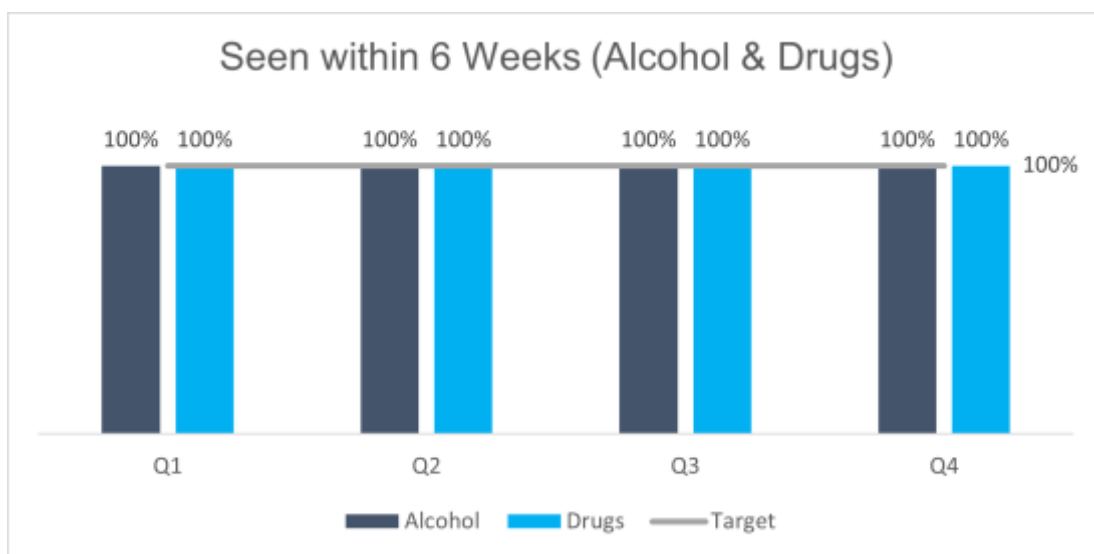
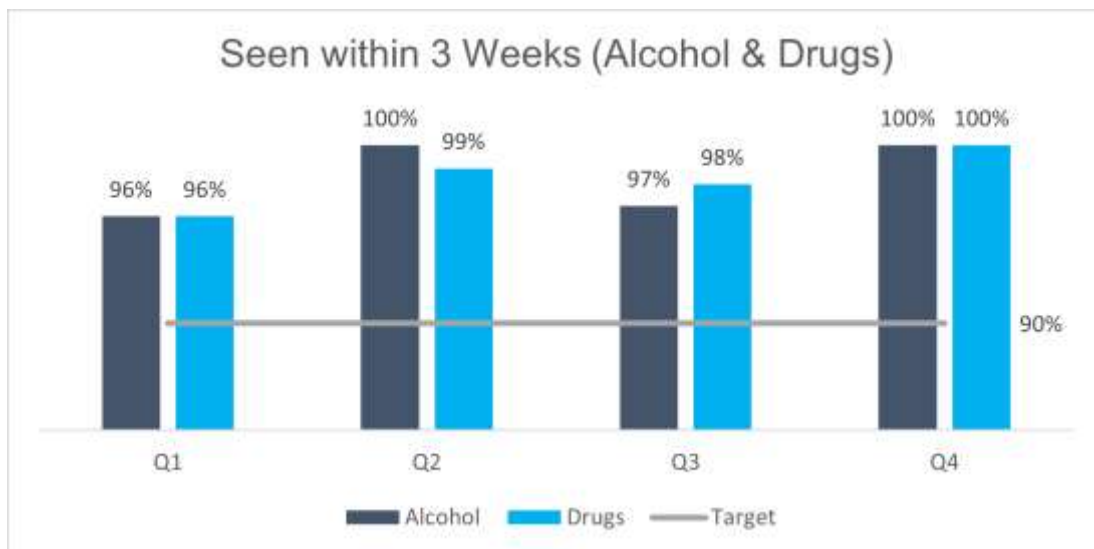
- A Dads' Support Worker. The recruitment of a Dads' Support Worker within the integrated Universal Early Years' team will allow an expansion of the offer of early help for children under the age of 5 and their families, which has been recognised by the Scottish Government as an example of good practice. The post will be responsible for developing and delivering specific programmes for Dads, including practical parenting workshops; working in partnership with Dads Rock and learning from the established programmes and approaches they have developed. The post will aim to test how, from an early years' perspective, we can better engage with dads and other male caregivers to encourage a more active parenting role.
- A Community Charge Nurse for Care Experienced Young People, based in our Throughcare/Aftercare Team. This post will allow for care experienced young people to be seen by a specialist mental health nurse without delay and on an early intervention basis.

The WFWF can also be used to scale up existing services which fit within the ethos of the funding criteria and following consideration, agreement was reached to:

- Expand our Family Centred Wellbeing Service which currently offers early and effective support to families aged five to 12 years of age, on a broad range of topics surrounding parenting, budgeting, school-based issues etc, to a multi-disciplinary service which will build on existing services offered to include providing pre and post assessment family support to children, young people, (aged five to 18 years of age) and their families where there are Neurodevelopmental disorders. The team which will consist of Support Workers, Speech and Language resource and Occupational Therapy resource, will work closely with the Neurodevelopmental Empowerment and Strategy Team (NEST), and will align to existing models of requests for assistance within children's services. They team will also work closely with colleagues from other services such as Education, Employability and other services within the HSCP.
- Expand our Early Years service with an additional three Social Workers, which will allow our Early Years Team to expand and allow us to focus on both early intervention and improve mental and physical health and wellbeing.



**1.5 The North Ayrshire Drug and Alcohol Service (NADARS)** has continued to demonstrate high levels of performance by meeting national and local standards and targets, such as access to treatment waiting times, provision of alcohol brief interventions (ABIs), the roll-out of Naloxone supplies and increasing patient choice regarding Opiate Substitution Therapy (OST) medications.

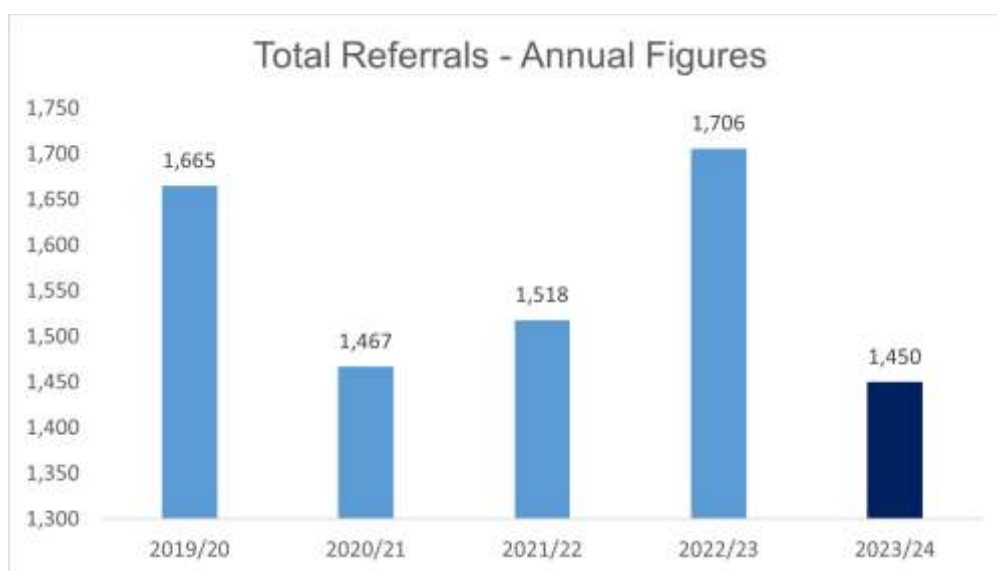


The team continues to identify new ways of working to provide a more agile and streamlined service and further improve performance. This work has been evidenced by the delivery of early intervention services in the delivery of Alcohol Brief Interventions (ABI) in both priority (Primary Care, A&E and Antenatal) and wider settings.

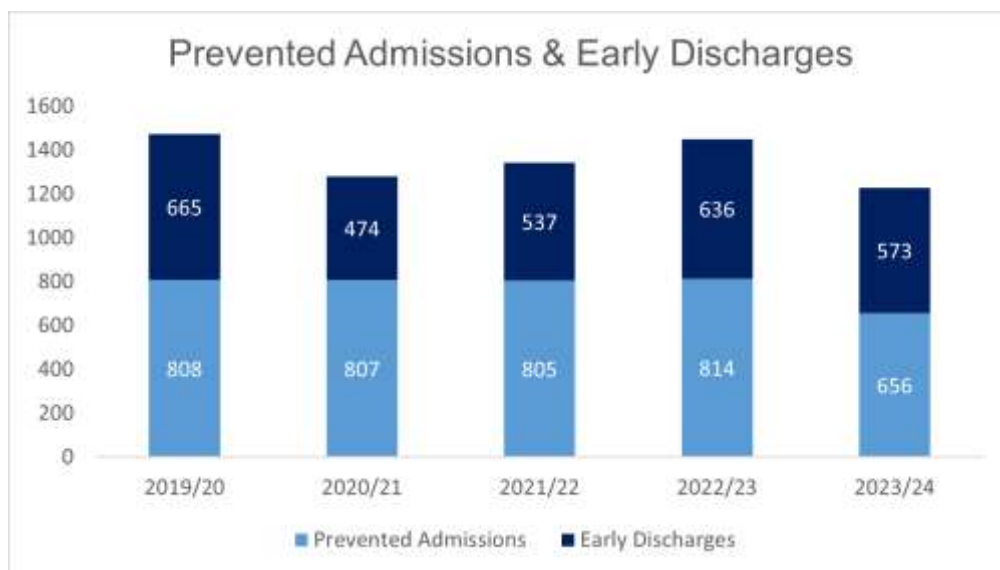
Indicator	2021 to 2022	2022 to 2023	2023 to 2024
Target set by Scottish Government – Priority Settings	3,420	3,420	3,420
Total ABI delivery in Priority Settings (Ayrshire & Arran)	5,776	4,933	6,398

Indicator	2021 to 2022	2022 to 2023	2023 to 2024
Target set by Scottish Government in Wider Settings	856	856	856
Total ABI delivery in Wider Settings (Ayrshire & Arran)	1,027	1,207	1,210

**1.6 The North Ayrshire Model for Enhanced Intermediate Care and Rehabilitation (eICT)** utilises multidisciplinary holistic interventions to focus on providing high-quality care and support, through proactive early intervention and preventative action. They aim to assist patients presenting with falls, frailty, low grade infections and general functional decline to avoid hospital admission where possible and facilitating early discharge home from hospitals.



The North Ayrshire Enhanced Intermediate Care Team brings together the expertise of dedicated Physiotherapists, Occupational Therapists, Technical Instructors, Dieticians, Community Psychiatric Nurses, Pharmacists, Admin workers, Rehabilitation Nurses, Advanced Nurse Practitioners, and Intermediate Care GP with special interest into one single multidisciplinary and interdisciplinary team; focused on problem-solving for patients in their own homes across all of mainland North Ayrshire. The seven-day rehabilitation service facilitates early discharge from hospital and provides a rapid alternative to acute hospital admissions. The Enhanced part of the team addresses medical and clinical issues that limit a patient's ability to engage in rehabilitation via a shared care model with the patients registered GP.



**1.7** The **Scottish Patient Safety Programme (SPSP)** is a national quality improvement programme that aims to improve the safety and reliability of care and reduce harm. Launched in 2008, SPSP has played a central role in improving the quality and safety of care over the last 15 years. Adult acute inpatient wards continue to implement SPSP work streams improving patient experience and reducing risk. Currently focusing on group work, early feedback from patient group has been positive.

**1.8** The Partnership’s **Care at Home Team** continue to offer exceptional support to the people of North Ayrshire. The Care at Home service has registrations split over two areas on a locality basis. In November 2023, The Irvine, Kilwinning, Garnock Valley and Community Alarm localities were inspected by the Care Inspectorate, receiving very positive feedback that staff demonstrated “passion and commitment to providing the best care possible” noting service users and their families spoke “warmly and gratefully for the services they received and the difference it made to their lives”.

The inspector also recognised the good partnership working between the team and District Nurses, GP's, the Hospice, and many others – all with the goal of supporting and meeting the needs of our service users. The inspection found that staff spoke of their pride in being part of the service, of job satisfaction and of making a difference to service users’ daily lives, recognising the guidance, training, and development they received to help them do so.

**1.9** **The Community Wards** continue to embark on a number of initiatives to improve the experience of their patients. The efforts of the Ward 2 team at Ayrshire Central Hospital has been so successful their work has secured a **‘Greatix Award’** – a network which celebrates excellence. The award recognises that having identified that the number of acquired pressure ulcers was well above the normal, interventions were put in place, which over a period of only six months not only reversed the trend, but reduced incidents to below previous levels. The team has now also appointed ‘Pressure Ulcer Champions’ to continue this excellent work.

**1.10** **Care Opinion** is an [independent website](#) where service users can anonymously share their personal experiences of registered adult health and social care services. Stories are submitted by members of the public, which are then moderated and posted online by Care Opinion. Both positive and negative stories can be shared through the platform.

Our partnership with Care Opinion gives us the opportunity to respond to feedback online, learn what's working well (and what isn't working so well) and make any changes required to enhance people's experience of our services. It also gives us the chance to hear about some of the fantastic work being carried out by our teams across North Ayrshire. Your opinion matters and can help shape our services.

- 1.11** A pilot inspection to test a new way of confirming that better performing, low risk services are continuing to provide good quality care and support took place during an unannounced inspection of the Partnership's **Dementia Support Service** on 21 and 22 November 2023. This inspection did not include an updated grading however did confirm the previous good evaluation has been maintained with recognition given to ongoing developments within the service.

Key messages from the inspection included:

- People who used the service were safe and protected from harm.
- The service had good governance and quality assurance processes in place.
- The service was well led and managed.
- The impact that the service has on families was clear and comments included:
  - "I think it's brilliant, he looks forward to his visits."
  - "The staff are all lovely, he was wary at first but now he looks forward to it."
  - "Very happy with the service, the staff member is lovely, very patient and tries to engage him."
  - "The support gives me time out as I trust the staff, they've built a good relationship with him."
  - "It's a brilliant, brilliant service, it's like having friends to the house."

## **1.12 Case Study: Arran War Memorial Hospital**

Arran Emergency department sees and treats approximately 2,500 patients per annum. During the busy Spring and Summer season the population of Arran increases from the 5,000 resident population to over 25,000. This seasonal variation impacts significantly on attendances at the Emergency Department (ED).

In Spring 2019 a refurbishment at Arran War Memorial Hospital to create a two bedded Emergency department from Ward 1 was carried out.

Before the refurbishment there was one small room covering minor injuries to Full Resuscitation in a building over 100 years old. No flexibility in the space and a difficult area to work in safely. Nursing staff also not only working within ED but were also covering in patient areas and out-patients. As the activity in ED increased as well as the complexity and frailty of patients presenting at the hospital, the space was not fit for purpose and staffing all areas was challenging. The level of nursing skill required was increasing out of hours and the historical GP on call / hospital nursing model needed reviewed.

Re-categorising Ward 1 to a new ED area has given us the maximum space to increase our work area by more than double. This has allowed two bays, a circulating area, staff base and accessible toilet and shower area.

In addition to the new Emergency Department a new Nurse Practitioner role was developed, and specific training and a new competency framework has been developed to support people attending the Emergency department.

Our vision for these new ED roles is for a more advanced level with the ability to see, treat and discharge within their scope of competency. With no academic course sitting alongside their learning, there were a number of challenges in achieving upskilling and completing competency documentation. After approaching a couple of universities, the Glasgow Caledonian University faculty staff were very supportive in arranging for the ED nurse practitioners to undertake a post Grad Certificate in advanced practice moulded around remote and rural island practice in the subjects and competencies they needed to cover. They are currently on this course and have the support of their GP and Advanced Nurse Practitioner colleagues locally and on the mainland through this.

The Arran Emergency department covers a wide range of presentations, from acutely unwell who need immediate transfer to the mainland via helimed helicopter, around 175 transfers per year, to less acute who can transfer on the ferry, to those who can require admission to the inpatient facility within Arran war memorial. There are also a significant number who require to be seen and treated on the day.

This transformation of our emergency and unscheduled care service on Arran has been very successful and means we can deliver high quality care on the island for both residents and visitors in a modern and more patient centred space with highly trained nursing staff. We are hopeful that by 2024 we will have completed our recruitment and appointed an Advanced Nurse Practitioner to complete the team.

## National Indicators

Indicator	NAHSCP	Scotland
Adults able to look after their health very well or quite well	89%	91%
Adults supported at home who agreed that they are supported to live as independently as possible	67%	72%
Adults supported at home who agreed that they had a say in how their help, care or support was provided	51%	60%

Indicator	NAHSCP	Scotland
Rate of Emergency Hospital Admissions for adults (Per 100,000 population)	14,009	11,707
Rate of emergency bed days for adults	142,222	112,883
Falls rate per 1,000 population aged 65+	22	23

# Tackle Inequalities

## National Outcomes

- 3 People who use health and social care services have positive experiences of those services, and have their dignity respected.
- 4 Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- 5 Health and social care services contribute to reducing health inequalities.
- 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.



**2.1** The HSCP has recognised the value of employees with **lived experience** in areas such as drug and alcohol recovery. In November 2023, we held our first peer mentor meeting for our recovery development workers within the organisation. The partnership recognises the impact that individuals with lived experiences bring to our workforce when we are trying to make a difference and reach individuals who are impacted by addiction.

Whilst our recovery development workers have had a positive impact on those who require support with alcohol and drug use, we also recognise that we have created a sense of hope, direction and achievement for individuals who previously were very much removed from the labour market due to their history with addiction. We have recovery development workers within our Justice Services and Service Access teams.

The following is an extract from a recovery development worker currently employed within Justice Services.

“Just a wee email to say thank you for your patience with me, my jobs amazing and the privileged nature of the roles not lost on me. It has been a life changing thing for me. I’m grateful for the people around me and the good guidance.

In all fairness I do absolutely love my job and my role, it has been a total game changer for me. Having a really supportive team around me and good management is the biggest thing I think that has seen me settle and slot into the team as well as I have.

It’s a real privilege to work in the place that helped me so much to change my life, I hope to do the same for the people who I come into contact within the role. The fact I’ve got an amazing management who trust me, encourage me, and value my input makes it all the better.”

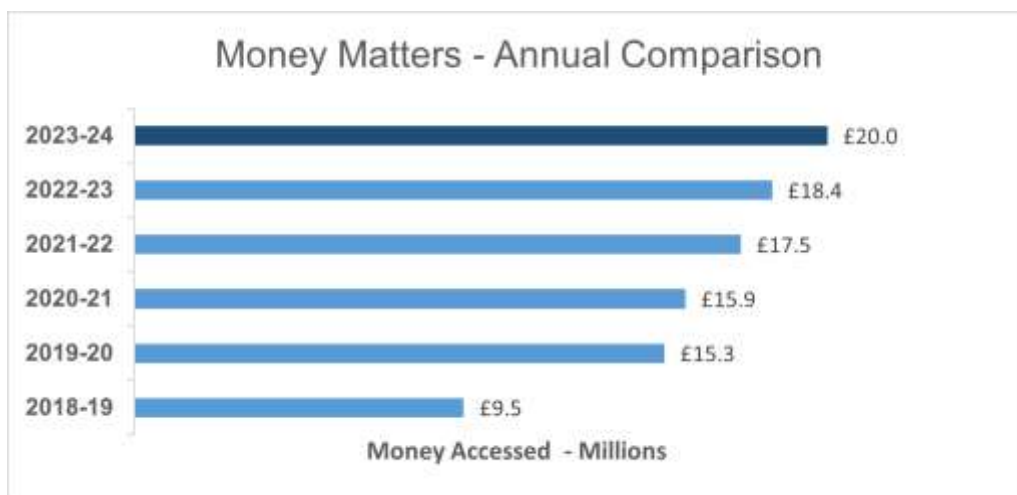
**2.2** Our new North Ayrshire Financial Inclusion Strategy was launched in April, setting out our vision for “a financially healthy North Ayrshire where people have the knowledge, skills, resources and confidence to manage their money effectively and live fulfilling and healthy lives,” as well as our intentions for working towards that ambition.

‘Financial inclusion’ refers to the ability of individuals to access appropriate financial services or products to manage their money effectively.

The strategy reflects on the impact of the current economic situation and cost of living crisis and how these are affecting both North Ayrshire residents and local financial advice and support services, which are experiencing increasing levels of demand for services.

Financial inclusion services are intended to provide access to the best financial advice and products to support people to build their financial resilience and confidence to manage their money and deal with financial difficulties. Poor financial wellbeing impacts on all aspects of life and can leave lasting damage on future life chances.

**2.3** Our **Money Matters Team** once again supported the most vulnerable people in our communities, accessing entitled benefits to the incredible sum of £20,081,590.91, an increase of over £1.5million pounds from 2022 to 2023. In total 5,739 referrals were received in 2023 to 2024.



**2.4** North Ayrshire Health and Social Care Partnership is funding a new **debt advice service**, which will be delivered by CHAP for the next two years through their base at The Michael Lynch Centre for Enterprise in Ardrossan.

CHAP provides free, independent debt advice and practical solutions for all - no matter how big or small your debt problem. With a team of specialist staff, one of CHAP's expert debt advisers can talk through your options and help decide the best way forward for you, before setting up a chosen debt solution and allowing you to take back control of your life.

Services on offer include:

- Negotiating repayments with creditors, including payday loan lenders
- Advice on bankruptcy
- Assistance with court proceedings
- Accredited Debt Arrangement Scheme (DAS) advisors
- Assistance with council tax arrears

Email [enquiries@chap.org.uk](mailto:enquiries@chap.org.uk) or use the [online contact form](#).

In addition to the new debt advice service, a Financial Inclusion Partnership for North Ayrshire has recently been established by NAHSCP.

This new partnership was one of the key objectives detailed in the North Ayrshire Financial Inclusion Strategy 2023 to 2028, which sets out North Ayrshire Council's response to the current cost of living crisis in relation to the provision of welfare rights and debt advice, as well as wider financial inclusion services.

The partnership aims to foster collaboration and enable a joint approach, making the best use of all available resources to provide the greatest benefits to individuals, families and communities in relation to entitlements, managing money, debt, financial literacy, digital inclusion, affordable lending, fuel poverty, health and wellbeing and more.

**2.5** Support for dads in the Three Towns received a boost thanks to an exciting new venture between NAHSCP and Scottish charity **Dads Rock**.

This first partnership of its type in Scotland will see Ryan Warren of Dads Rock working alongside our Universal Early Years team to support Three Towns dads to give their children the best possible start in life.

Working with dads from a wide range of backgrounds who have been referred by their health visitor, family nurse, midwife or perinatal wellbeing team, Ryan can provide one-to-one support for dads that will impact on the whole family and improve outcomes for children, whether that be parenting advice, confidence building or support with general wellbeing.

Thomas Lynch, CEO of Dads Rock, said: "This is fantastic news for families. We're proud to be part of this collaboration with North Ayrshire Health and Social Care Partnership. It's a chance to give dads more space and recognition for the positive impact they have on their children's lives and offers a great opportunity for dads to come together and learn from one another. We look forward to seeing this develop in North Ayrshire."

**2.6** On Carers Rights Day, a fantastic event was held at West Kilbride Village Hall to launch the expanded **North Ayrshire Carers Gateway** service.



Attended by carers, staff of the Carers Gateway and NAHSCP, representatives from Third Sector organisations, North Ayrshire Provost Anthea Dickson and North Ayrshire Carers Champion Councillor Nairn McDonald, the event offered a chance to network, hear more about the service and find out more about additional sources of support locally.

Having delivered services to North Ayrshire's unpaid carers for over 20 years, Unity's wealth of experience in supporting those caring for family members and friends has led to them successfully being awarded the contract to deliver support for a further period of three years, with significant resources being provided by NAHSCP to expand, improve and rebrand the services offered to both adult and young unpaid carers.

This substantial investment will see a number of positive changes, including a three-fold increase in the number of support staff, increased routes to carers assessments and support, and the development of more community-based outreach services. This will see unpaid carers being able to access support closer to home in places they already visit and includes a dedicated worker for residents on the Isle of Arran.

With an estimated 14,000 unpaid carers in North Ayrshire, the new outreach service will provide extended opportunities for Unity to reach more carers, in more places, in more ways and actively seek to connect with carers not yet known to them.

- 2.7** The Garnock Valley and North Coast **Family Care Team** had a busy summer taking part in local events to boost public knowledge of the team's role and lend a helping hand to local families.

As well as attending a family fun day at the Salvation Army premises in Kilbirnie, where the team raised awareness around child protection and the work of social work and family care teams in North Ayrshire, a community event was also held in the Area Office, which was attended by a general mix of staff, members of the public and families the team works with.

The day was a great success, with the children enjoying a visit from Zoolab, who brought along a variety of critters ranging from tarantulas to snakes. They were also entertained by Jim Gibb and his robots.



Library staff were in attendance to support individuals with membership, and the Family Care Team informed parents about cost-of-living support, holiday school meals and free activities available throughout the summer.

A community school uniform day was then held in August, where members of the community and families the team works with were invited along to choose from a selection of new and preloved school uniforms, as well as shoes and toiletries. Free haircuts for the children were also available provided by Cut N Dry of Kilbirnie.

- 2.8** The '**How We See Ourselves**' project saw members of Neighbourhood Networks, and staff and customers of Trindlemoss Day Opportunities, working alongside poet Simon Lamb, visual artist Lynn McNally and filmmaker Jim Gibb to create a diverse range of poetry and art.

The project culminated in a successful multi-media exhibition that ran during September and October 2023 at the Harbour Arts Centre in Irvine. This featured the newly-created poetry and art – alongside animations combining both disciplines – all moving the lives, interests, talents and challenges of people with learning disabilities – as well as those who support them – from being a marginal conversation within communities to a central focus.

A short film was created and shown as part of the exhibition, featuring interviews with artists and staff involved in the project, as well as showcasing the inspiring work produced throughout the duration of the project. You can now watch the film on the [NAHSCP YouTube page](#).

- 2.9** The quality of North Ayrshire's **adult support and protection** work was described as "commendable" in a report published by the [Care Inspectorate](#).

A joint inspection of NAHSCP, which included the roles of NHS Ayrshire & Arran and Police Scotland in the adult protection process, took place from September to December 2023 and focused on whether adults at risk of harm were safe, protected and supported.

Inspectors found that overall, initial inquiries around adults who were thought to be at risk of harm were of a high quality, prompt, and competently determined whether to proceed to full investigation. Where cases did require to be further investigated, the quality and competence of the process was noted in the report as being a “clear strength”, with effective multi-agency contributions and a high standard of risk assessment and protection planning.

The report also indicated that the Partnership’s strategic leadership team was effective and demonstrated major strengths that supported positive experiences and outcomes for adults at risk of harm, with adult support and protection found to be clearly prioritised within the organisations and supported accordingly by senior staff. A positive adult support and protection culture was also noted by inspectors.

The report concludes: “Overall, the quality of North Ayrshire’s adult support and protection work across social work and health is commendable. While there is always room for improvement, performance was strong and collaborative in every area of core adult support and protection business, including inquiries, investigations, risk assessments and protection planning. This reflected our findings in the 2017 inspection and was evidence of the Partnership’s sustainability and push for excellence.”

## National Indicators

Indicators	NAHSCP	Scotland
Carers who feel supported to continue in their caring role	32%	31%
Adults who are supported at home who agreed they felt safe	67%	73%
Premature mortality rate (Under 75s age-standardised death rates for all causes per 100,000 population)	527 (2022-23)	442 (2022-23)

# Enable Communities

## National Outcomes

- 3 People who use health and social care services have positive experiences of those services, and have their dignity respected.
- 7 People who use health and social care services are safe from harm.



- 3.1 North Ayrshire continues to welcome **New Scots** into our local communities. Our Refugee Support Team, alongside multi agency partners continue in their endeavours to help all integrate into their local communities, making everyone feel safe and included.

During August we hosted two events to support our families from Syria and Ukraine to become more familiar with their local community and local attractions, in order to support their health and wellbeing. 20 Ukrainian families and 16 Syrian families attended.



Please visit [New Scots Summer Fun](#) for more detail in relation to these events.

- 3.2 During 2023 to 2024, 68 **compliments** were received by the Health and Social Care Partnership relating to the services provided and the professionalism demonstrated by partnership staff.

### Compliments

Our Family would like to thank you and your team for coming in to help with our mother. It took mum a little while to get used to the ladies coming in to help heat her soup, but she enjoyed her wee visits and chats. Mums care changed to personal care beginning in May, which started with the two ladies mum was familiar with, the task was proving harder than we thought but your team came up trumps again and came in twos, twice a day. As a family this extra help was a God send. You have no idea how your team helped us... many thanks to everyone that was involved with mums care. It's much appreciated.

Please accept my respect, admiration, and lasting gratitude for all the help and support you have kindly provided to my mum across the years. She has benefitted greatly, both socially and psychologically, from your team's input, and the effect of this has been to foster her sense of ownership and independence, which have encouraged her to remain active and vital.

The speed and attention to detail and to understand the autistic mind was special to see. My daughter, family and I can not praise the kindness of [name] and [name] and their speed of putting my daughter's needs first. Thank you. You simply gave my daughter back her independence. I really am very grateful. [name] and [name] listened, truly listened and offered the support needed.

Customer wishes to thank the engineer who attended her property today to fix her Alert alarm, he was very kind and did a great job.

Thanks very much for looking after [name] this past week. You all do a fantastic job. If it wasn't for people like yourselves what would we all do? I want to thank you personally for giving [name] your care and compassion. Thank you from the bottom of my heart.



**3.3** A total of 111 complaints were received during the year and were across all service areas, with 15 complaints being upheld.

Complaint Topic	Number
Service provision/delivery	47
Staff behaviour (incl. alleged or perceived)	23
Communication	21
Other	11
Staff behaviour (including alleged or perceived)	2
Waiting times	2
Quality of care	2
System issues	1
Incorrect information provided	1
Sensitive issue	1

**3.4 Alzheimer’s Scotland** commenced a new agreement for the delivery of day services from its Ardrossan service and, with an increase in staffing and the introduction of transport to the service; is able to operate at full capacity offering day services provision across 7 days per week.

This compliments the development of a revised model of Older People’s day services which commenced in Quarter 1 to fully recruit to deliver an enhanced outreach model of day opportunities. This also includes a day services pilot on the island of Arran, offering an outreach day service in the more remote villages.

**3.5 Self-Directed Support (SDS) & Ayrshire Independent Living:** For the reporting year 2023 to 2024, the following information indicates how people have arranged and directed their support in North Ayrshire.

Self-Directed Support offers four options. These are:

- Option 1 – a direct payment, which is a payment to you or third party to pay for your own support
- Option 2 – you direct the available support

- Option 3 – the local council arranges the support
- Option 4 – a mix of the above



This continues to demonstrate that traditional support options are offered and accessed most with 87% of people receiving Option 3, where little choice and control is exercised and support is chosen, arranged and directed by the Health and Social Care Partnership.

North Ayrshire Health & Social Care Partnership has awarded a final contract extension year on a pan Ayrshire basis to continue to commission independent SDS advice and information services from Ayrshire Independent Living Network (AILN).



In the calendar year 2023 AILN reported supporting 457 people with 30% resident in North Ayrshire. Almost 180 new referrals were received across Ayrshire from people seeking information and guidance on how to direct their care.

AILN have also continued to support partners such as social care teams as well as student and new workers, dementia services, attended jobs fairs at Lockart Campus and hosted a Transitions Event with Equal Employment. The service development work of AILN has been framed into a Business Action Plan 2023 to 2025 which has been shared with the three local authorities to work in partnership.

**3.6 The Peer Support Volunteer Development Programme** commenced in 2022. Four individuals with lived mental health experience participated in the programme to help them develop skills and knowledge to enable them to offer support to others within Acorn, a Mental Health day hospital, based at Ailsa. Over the course of the year, they participated in Scottish Mental Health First Aid and Safe Talk Training along with weekly training sessions facilitated by Acorn staff. During this time, they also completed two SQA Awards facilitated by Ayrshire College. They are now registered as NHS Volunteers and are now offering a weekly peer led drop in and support for new patients attending Acorn.

Within the next 12 months the group will be offered regular individual and group supervision. They intend to participate in Peer2Peer Training Programme, facilitated by Acorn staff, alongside the SQA Award in Volunteering, facilitated by Ayrshire College. As their confidence grows their supportive role will develop within Acorn. The goal is to be able to develop the role of the peer worker into a paid position and support all of the strategic objectives.

### 3.7 Case Study: Your Next Move

A pilot scheme was set up by the Council's Your Next Move employability team in partnership with NAHSCP and supported by We Work for Families and Community Enterprise In Scotland (CEIS) Ayrshire.

Throughout the six-month-long pilot project – believed to be the first of its kind in Scotland – a group of five young women, who had either never worked or had not been in employment for a long time, completed a five-week course that covered writing a CV, interview practise and an introduction to the care sector.

The candidates involved in the innovative scheme, which ended earlier this year, then went on to undertake paid, mentored, vocational placements with North Ayrshire Health and Social Care Partnership, before attending interviews to join the Care at Home team.

After success at interview, the group have all now taken up permanent employment within the team, where they have undergone accredited training and are now working shifts for Care at Home that fit in with their childcare needs and other family commitments.

A mother of one from Dalry completed the pilot project and said it has been a “life-changing” experience.

“It has made a big difference to my life. Before, when I was unemployed and on benefits, I was very stressed about money quite a lot. Now I am not worrying about it anywhere near as much. This scheme is based around my needs, so I work during my wee girls’ nursery hours which has really helped with my confidence because before I felt really isolated being in the house.”

All candidates have continued to thrive in their new roles and have become valued members of their teams.

A mother of three from Irvine completed the project and reflected on her experience since joining the Irvine Care at Home Team saying:

“I have really enjoyed the opportunity I was given as part of the scheme; It really has changed not only my life but also my children’s lives for the better. As a single parent it has given me better financial stability which allows me to enjoy more quality time doing things with my children. I was given all the training and induction to the service that I required, and I felt fully supported throughout the training period, the support I have received since gaining my permanent position from my team mates and care at home manager has been amazing, they are always there to help me when needed. I have gained valuable experience that I am still

building on by undertaking further training opportunities offered to me. I felt welcomed into the team and I now class my colleagues as friends.”

Marlene Fleming, Care at Home Manager for The Three Towns, said the pilot has worked brilliantly for everyone involved – the trainees, the service and most importantly those we support in our community.

She explained: “Their confidence has been boosted, they are excited to go to work and they go to work with a smile on their face. This has been extremely valuable to the service, supporting the care at home workforce and giving these women much needed experience and skills to help with their future careers. The pilot went extremely well and has really supported the Care at Home team.”

North Ayrshire Council’s top priorities include tackling child poverty and supporting residents through the Cost-of-living Crisis. The three key drivers of child poverty are income from employment, income from social security and the cost of living.

Councillor Tony Gurney, Cabinet Member for Economy and Climate Change, said: “It is fantastic to see how successful this pilot scheme has been, and I would like to congratulate everyone involved, and wish the candidates well for the future.”

**3.8** North Ayrshire has committed to **#KeepThe Promise** which provides a benchmark for corporate parents, carers, practitioners, managers, our care experienced community and importantly decision makers in fulfilling the goal to meet the collective and individual needs of all our care experienced children and young people.

On the 13 December 2023, we held our second Annual Promise conference within Saltcoats Town Hall, where we brought together a range of services who are responsible for supporting our care experienced community of children and young people. On the day, we had over 40 care experienced young people in attendance, all of whom helped services to consider what we are already doing well, what we could be doing better and what we haven’t even considered yet.



The day was a great success – with conversations focusing on 4 main areas:

- Working together
- Supporting potential
- Brothers and Sisters
- Moving on

The event generated much feedback and suggestion regarding how we can strengthen our responses to our population of care experienced children and young people and what work is still required so we can ensure we are keeping the Promise by 2030.

- 3.9 CLASP** (Community Led Action & Support Project) is a charity based in Stevenston. Its **HOPE Goes Digital** project provides six free sessions on essential digital skills for anyone aged 50 plus living in North Ayrshire – using their smartphone, tablet or laptop – which will be held in local venues.

Alongside digital skills sessions, HOPE Goes Digital offers telephone befriending, 1-2-1 befriending in the Three Towns area, digital groups, lunch clubs, arts and crafts, health and wellbeing activities and social outings.

People can be referred for digital skills sessions and come along to activities. For more information, contact **01294 602 711** or email [info@clasps.org.uk](mailto:info@clasps.org.uk).

- 3.10** June saw the launch of two exciting new initiatives aimed at brewing up confidence and promoting valuable employability and life skills among those who use the Day Opportunities service for adults with a learning disability at Trindlemoss in Irvine.

**Baristamoss and The Glam Hideaway** were officially opened by Sheriff Iona McDonald, Lord Lieutenant of Ayrshire and Arran, and North Ayrshire Provost Anthea Dickson, with staff, families and guests invited along to learn more about the schemes.

Baristamoss is a mobile unit that can be taken out to events to provide delicious hot drinks, allowing those involved to learn barista and customer service skills. It is also hoped that the scheme can become part of plans for a future community café at Trindlemoss.

New beauty room ‘The Glam Hideaway’ will see participants being supported by qualified trainers to develop practical beauty skills including hair, nail and make-up treatments, with the potential to provide services as a community enterprise as the project progresses.

These exciting projects will help adults with a learning disability to access vocational training and potentially gain recognised qualifications – which could lead to future employment opportunities – as well as providing social opportunities, valuable transferable skills and boosting well-being.



- 3.11** A group from Trindlemoss Day Opportunities achieved a Gold Award as part of the **RSPB's Wild Challenge Awards** programme.

Stewart Baird, Mark Stevenson, Darren Cousar and Elaine Rae have been busy taking part in the scheme, which has seen them discovering, learning about, and helping wildlife in its natural habitat.



Having already completed the Bronze and Silver levels, the team worked extremely hard over a number of weeks to achieve the highest accolade in the Gold award, with each level of the programme requiring the completion of a total of six activities.

Each award level is split into two categories, a 'Help Nature' section that involves making our outdoor spaces wildlife friendly, and an 'Experience Nature' section, where participants get up close and personal with wildlife and explore the amazing world of nature on our doorsteps.

The group took part in a host of activities throughout the challenge, including building bat boxes, bird boxes and bee houses, local plant and mini-beast safaris, and creating a fantastic mini-pond within the garden area at Trindlemoss. They've also enjoyed a visit to Eglinton Park, where they tried pond dipping and discovered some newts, as well as RSPB Lochwinnoch to explore the various wildlife habitats there.



- 3.12 Arran Community and Voluntary Service** aims to increase networking opportunities for partners and third sector services as well as increase awareness of all services available across North Ayrshire to promote joint working between statutory and third sector and community organisations. During 2023 to 2024 it ran workshops in partnership with Outside the box on Human Rights and Equalities, 'what does a good life look like'. It also supported the Whole Family Wellbeing Fund award panel and brought applicants together for collaborative discussions. Furthermore, it supported the roll out of the North Ayrshire Council no wrong door policy, including facilitating at a tackling poverty event and inviting along relevant key speakers from the third sector.

The work of the Arran Community and Voluntary Service has led to improved referral pathways for people needing to access services and support available from within the third sector as well as an increase in the number of people accessing community resources to support improved mental health. The Arran Community and Voluntary Service collated impact data and specific feedback as part of monitoring returns and were able to track improvement in attendance at activities and outcomes being delivered. Impact is also evidenced by the fact that groups and organisations as well as individuals from within the HSCP regularly seek out input and support, and proactively approach the service for guidance and ideas, or introductions to other organisations.

- 3.13** The new '[Building Caring Communities](#)' unpaid carer strategy for 2023 to 2025 was launched in October at an event held at Ardeer Community Centre in Stevenston.

Co-hosted with our strategic partner Unity Enterprise, the launch event welcomed over 50 guests and partners including adult and young carers, our constituted carer groups from Three

Towns and North Coast, Alzheimer Scotland’s Dementia Carers Group and colleagues from North Ayrshire Council.

The event was opened by Chief Social Work Officer Scott Hunter, who shared the strategy’s aims, intentions and key priorities, which are that all carers are identified, supported and valued, as well as being afforded an opportunity to live, work, thrive and stay connected to their communities and enjoy a life alongside their caring role.



Unity went on to describe the expansion plans for the new North Ayrshire Gateway Carers Service, with an increase in carer staff, extended service hours and plans for an outreach model that will see support more accessible on carers’ doorsteps.

### National Indicators

Indicators	NAHSCP	Scotland
Adults receiving any care or support who rated it as excellent or good	68%	70%
People with positive experience of the care provided by their GP practice	60%	69%
Proportion of care services graded ‘good’ (4) or better in Care Inspectorate Inspections	83%	77%



# Develop and Support Our Workforce

## National Outcomes

- 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.
- 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.
- 9 Resources are used effectively and efficiently in the provision of health and social services.

- 4.1 At our celebration of care event, otherwise known as the **Partnership Awards**, which were held on the 20 June at the Volunteer Rooms in Irvine, we celebrated the contribution of our staff, both individually and collectively alongside the crucial role that our volunteers and



partner agencies also play.

Winners included Lisa Kerr (Individual trailblazer award) and Geraldine Cairns (Partnership Champion award), both from the Justice Service Teams. In terms of Team Awards the Refugee and Resettlement Team were chosen as Partnership Champions and our Breastfeeding Network's Peer Supporters were crowned Volunteer Champions. The event was a fantastic celebration of the staff, teams and individuals who support or deliver health and social care in North Ayrshire - and importantly, the crucial work of people in our communities who support others to improve their health or well-being.

- 4.2 The Partnership has experienced significant workforce challenges across the Health and Social Care sector, including and probably the most challenging of these being on the island of Arran. There are a number of plans underway to address current vacancies on the island including specific targeted recruitment campaigns for a number of health and social care vacancies. The new health and social care accommodation, **Glenartney**, opened its doors in 2023 and has already been a huge benefit in being able to provide high quality accommodation for staff who commute to work on the island.



- 4.3 Several managers within the Health and Social Care Partnership successfully completed our **Systems Leadership** course during 2023 to 2024. There is considerable change and reflection ongoing with regards to how we transform the services we deliver, to ensure we maximise outcomes for services users, whilst working within a very challenging financial climate.

The course has been designed to introduce social work and social care professionals to system leadership. The training combines theoretical learning, practical application, and collaborative experiences to equip participants with the tools and strategies needed to work and progress in complex human systems. Programme objectives include creating whole

system awareness within the organisation, the creation of a peer learning environment, connecting system leadership ideas and practices, offering a range of practical tools and mental models to work with complex systems and to finally provide space for personal reflections and for facilitated support to help progress personal and group change objectives.

- 4.4** The Emergency Department at **Arran War Memorial Hospital** treats around 2,500 patients each year, ranging from people who are acutely unwell and who need immediate helicopter-transfer to the mainland; those who can transfer via ferry; those who require admission to the inpatient facility; and those who require to be seen and treated on the same day.

The complexity of patients presenting to the hospital is increasing and given that the hospital's nursing team work across all departments, the level of nursing skill required is also increasing. To support staff and ensure high quality health and care continues to be delivered, a new Nurse Practitioner role was developed along with a training and competency framework. The goal was to develop a more advanced level of nursing, where staff can see, treat, and discharge patients (within their scope of competency). Glasgow Caledonian University has supported Nurse Practitioners via a post-graduate certificate in 'Advanced Practice' moulded around remote and rural island practices. Staff on this course are supported by their GP and Advanced Nurse Practitioner colleagues.

- 4.5** Staff were invited along to an open day at **Castleview Hub** in Ardrossan in June to have a look around NAHSCP's newly refurbished training hub for Care at Home staff.



Housed in the former Castleview Day Services building in Glasgow Street, the facility will act as a hub for staff working within the service to learn the essential moving and handling skills they require in their day-to-day role, allowing them to move and position clients safely, respectfully, and in a way that promotes their independence, dignity and functional mobility.

- 4.6** Over the last 3 years our **Staff Wellbeing Programme** has delivered several successful wellbeing initiatives/activities to support the wellbeing of Primary Care & Social Care staff, GPs, Third & Independent Sector providers who are commissioned by HSCP, Personal Assistants, Volunteers and Unpaid Carers. This work was initially funded by the Scottish Government in 2021/22 and has been funded solely by North Ayrshire's Integrated Joint Board (NAIJB) for the last 2 financial years.

In conjunction with North Ayrshire Leisure, we have delivered online weight management, physical activity and yoga sessions, as well as staff health checks and free gym passes. In

addition, staff have had access to Mindfulness sessions, Trauma Release Exercises and a whole host of online sessions delivered by Optima Health, designed to support the health and wellbeing of staff across the above sectors.

Feedback from a recent staff survey has recognised the value of teams coming together to undertake team development days and building resilience. Taking into account the feedback from the staff survey, the Staff Wellbeing Programme will continue to provide a range of opportunities to support physical and mental wellbeing by engaging with KA Leisure and Optima Health.

**4.7** The **Primary Care & Social Care Staff Wellbeing Grant scheme** has been available for the last 3 years and staff have applied to fund activities such as resources and materials to host a wellbeing event; outdoor activities such as walks and fun days; the purchase of services such as an exercise instructor/wellbeing coach/ or appropriate teacher, funding to support a colleague to upskill in a wellbeing activity to allow them to cascade to colleagues and other employees, creation of a wellbeing space. There had also been the opportunity for individuals to attend one to one wellbeing activities, reflecting that some people could not join team activities for example a voucher for a coffee or a one-to-one wellbeing activity for example a massage.

Our Community Nursing staff were provided with 'well-being' experiences, with staff from the Irvine, Kilwinning, Garnock Valley, Ballot Road and Bourtreehill teams all being given the opportunity to benefit from the HSPC Primary & Social Care Grants Scheme. Staff commented that this was "a fantastic team reward for the effort they put in during COVID19...team morale got a real lift from it."

Our commitment to high quality services is underpinned by our excellent workforce. We understand the importance of ensuring our team of dedicated staff are supported and provided with mechanisms that support their health and wellbeing. Therefore, the Wellbeing Grant Scheme will focus on team building/development through organised events, as well as the creation of wellbeing spaces for teams. Some examples are:

- Golfing activities
- Sporting activities
- Holistic activities (for example meditation/sound bathing/drumming/forest bathing etc)
- Holistic treatments (for example massage/reiki/reflexology)
- Group walk/hike
- Experience/Escape Rooms
- Therapy animals
- Art Therapy
- Field Days

**4.8** The **Staff Wellbeing Centre** at University Hospital Ayr was officially opened by Scottish Government's Deputy National Clinical Director, John Harden who had this to say:

"The staff wellbeing centres recognises the need for our workforce to have a place where they can decompress, out of the public eye. To ensure stable, effective and functioning health and care services we must take care of the people who provide this care. For many of us what we see in our day-to-day work, and what we lived through in the pandemic, has made it harder to find meaning and satisfaction in our work. Yet it is by finding meaning and satisfaction in what we do that is so crucial in preventing burnout and disillusionment.



**4.9** The **Three Towns Locality and CASST team** held a development day in Saltcoats Town Hall, with 34 members of staff attending. Special thanks go to facilitators David Roxburgh and Lynn Robertson from Learning and Development, as well as Team Managers Christine Hoggan and Drew Maxwell.

The day was a roaring success and revitalised the team in terms of morale, inner strength and team spirit.

The Child and Adolescent Specialist Substance Team (CASST) works with children and young people (aged 5 to 21) who are affected by alcohol and/or other drug use, whether that be their own use or that of a parent, carer or another member of the family. CASST provides an intensive support service to young people and their families by delivering a tailored programme based around their needs, as identified during an initial assessment.

**4.10** We were delighted to have a visit from **Project Wingman** during the summer who are a wellbeing charity aiming to support the wellbeing of frontline healthcare staff via converted double decker buses which have bespoke mobile lounges. This was a joint enterprise with East and South Health & Social Care Partnerships.





Project Wingman provided a unique facility to allow staff the opportunity to simply sit down, decompress, de-stress and unwind during their working day in the community.

Staff at all the sites were really grateful for the chance to relax away from the working environment and thoroughly enjoyed the onboard chair and foot massagers. Project Wingman was a success at all the locations the bus visited and we wish to thank the Project Wingman Crew for being so welcoming.

**4.11** An innovative new group for North Ayrshire's **Recovery Development Workers** held an inaugural meeting at Caley Court in Stevenston.

The North Ayrshire Recovery Development Worker Forum offers an opportunity for lived experience support workers from NAHSCP's Alcohol and Drug Recovery Service (NADARS), Service Access and Justice Services team, as well as their counterparts from Turning Point and Barnardo's, to come together and share their experiences, learn more about the work of the other services, identify training requirements or shadowing opportunities, and provide support for each other as they move forward in their roles.



As paid staff members within their individual teams, Recovery Development Workers provide support to some of North Ayrshire's most vulnerable clients, proving to them that recovery is possible and supporting them in a number of ways, both in group and one-to-one sessions.

**4.12** As part of the NAHSCP **Learning and Development Strategy 2023-28** we stated that we are committed to making sure that staff are supported to Be The Best They Can Be.

As part of this commitment, we are delighted to say we have been working in Partnership with The Skills Network to develop new and Free learning opportunities for our staff. These courses are funded through The Scottish Funding Council and are distance learning providing staff with the opportunity to learn at a time that suits them.

A snapshot of some of the courses available:

- Allergy Awareness Adult Social Care
- Awareness of Mental Health Problems
- Certificate in Counselling Skills
- Certificate in Falls Prevention Awareness
- Equality and Diversity

- Principles of End-of-Life Care
- Understanding Mental Health

### National Indicators

Indicators	NAHSCP	Scotland
Readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)	101	104
Percentage of adults with intensive needs receiving Care at Home (all levels of CAH)	78%	65%
Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population	1,087	902

# **Improve Mental and Physical Health and Wellbeing**

## **National Outcomes**

- 1 People are able to look after and improve their own health and wellbeing and live in good health for longer.
- 5 Health and social care services contribute to reducing health inequalities.
- 9 Resources are used effectively and efficiently in the provision of health and social services.

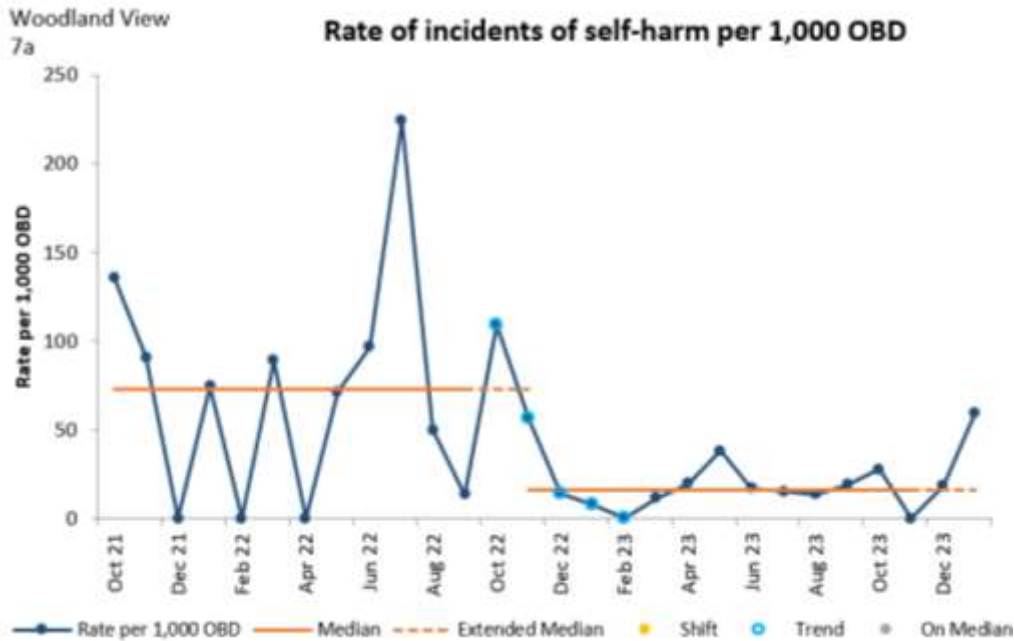


**5.1** In early April, we opened applications for our bespoke **Mental Health & Well Being fund**. This fund allows applications for support for up to £500 per child, young person or carer/parent. This may be for a specific one off spend or a more regular payment of support over a longer period of time. The fund is designed to specifically target issues of mental and emotional distress and wellbeing rather than mental illness. It supports an approach based on prevention and early intervention. This fund is to assist Children and Families staff to work in partnership with a child/young person and their family to coproduce a support package that will provide positive solutions to support and improve their mental health and wellbeing needs.

Support and services should be provided to children and young people who will benefit from additional help to promote, manage, and improve their mental health and wellbeing and to help them develop coping strategies and resilience. This support may be required for a variety of reasons and may be of a holistic nature, some issues though not exhaustive that may be as follows associated with distress; anxiety, attachment distress, bereavement support, depression (mild to moderate), emotional and behavioural difficulties associated with neurodevelopmental disorders, gender identity, repetitive/perseverative behaviours, self-harm, self- injury, substance misuse, trauma.

Supports can also relate to Positive Mental Health and Wellbeing and may include issues such as: body image and self-esteem, building resilience and coping strategies (emotional regulation), healthy and positive relationships, healthy digital interaction, parenting support for children and young people of all ages.

**5.2** As of November 2022, and following an extensive data collection and analysis exercise exploring activity and pressures, the number of beds available within **Ward 7A** was permanently reduced from 10, to 7. As a result of this change, the ward has seen a variety of benefits, including reduced levels of behaviours perceived as challenging, and space to explore new developments, with a view to improving the care environment and client experience. Its ongoing involvement in the Scottish Patient Safety Programme learning collaborative has provided a vehicle for gathering data to reflect this and other changes within the ward, with reductions evident since the change in bed numbers in rates of restraint, and incidents of violence and self-harm.



5.3 During the summer holidays, a fun day took place for families involved in our **Family Centred Wellbeing Service** with a focus on promoting health and wellbeing. The event saw partnership working with Active Schools co-ordinators who helped to facilitate various physical activities such as archery, tennis and football for the children and their families. The aim was to involve young people and their families in a range of activities that they could continue to access within their local areas after the fun day concluded.



Despite the rain, everyone made the effort to come along, and a great time was had by all. In total, there was 40 children and adults who attended.

5.4 In October 2023, we received the written findings of a recent [Care Inspectorate unannounced inspection](#) of one of our residential Children’s Houses, Abbeycroft, within the town of Kilwinning.

The service was inspected in relation to the following key area:

- **How well do we support children and young people’s rights and wellbeing.**

The service received a scoring of 5 (in evaluating quality, a six-point scale is used where 1 is unsatisfactory and 6 is excellent).

The inspection feedback contained information such as “young people within Abbeycroft were supported to be kept safe, young people had the opportunity to undertake activities that were age and stage appropriate. Staff worked alongside young people to try and help them understand risks they were involved in and how to support them to ensure their safety and wellbeing.”

Feedback also intimated that “the management team were committed to ensuring that trauma informed practice continued to develop within the service, excellent resources were developed to help analyse staff’s understanding of trauma. This led to staff being highly skilled and having a good understanding of the young people they support.”

Furthermore, evidence was also found “to support that the young people were supported with their physical and mental health and that here was good knowledge within the staff team around mental health and that staff have undertaken training to enhance their knowledge in this area.”

## 5.5 Case Study: Mind and Be Active

Working alongside KA Leisure, the ‘Mind and Be Active’ initiative aims to improve the mental health and wellbeing of local people, by providing support to increase levels of physical activity. The model builds on the understanding that physical activity can enhance wellbeing, by increasing mental alertness, energy, positive mood and self-esteem - whilst reducing stress and anxiety. People can self-refer or a referral may be via a health professional. People who use the service receive support and encouragement from specially trained members of staff, who guide them to a more active lifestyle. Feedback from service users has been very positive:

“Just to say when I was feeling very low and in a very dark place and on medication, I had phoned the [mental health] nurse who then referred me to The Active Lifestyle team at Vikingar to participate in their referral exercise classes. So, I went along and was made to feel really welcome and met lots of people. It was hard at first but eventually I recovered and managed to come off my medication. It was the social aspect and the exercise “It saved me “and I am still going to this day. I am living my best life too!!”

“I am grateful for someone taking a chance on me and believing there was something worth saving”.

## 5.6 A report produced by NHS Ayrshire & Arran’s Prevention and Service Support Team has highlighted the positive impact of **Naloxone** distribution and use in North Ayrshire.

This safe and easy-to-administer medication temporarily counteracts the effects of opioids, such as heroin, methadone, codeine, morphine and buprenorphine, and can save lives by reversing an overdose for 20 to 40 minutes until emergency help arrives.

1,710 Naloxone kits were handed out in Ayrshire between April 2022 and March 2023 (846 of which were in North Ayrshire), with 51 lives reported to have been saved in that time (31 in North Ayrshire). However, the true number of lives saved is thought to be higher, with many instances of Naloxone use going unreported.

In addition, a total of 1,311 people received overdose awareness training across Ayrshire in the same time period, with a further 378 people attending a virtual or face to face Naloxone awareness course.

## 5.7 An **Alcohol Brief Intervention** (ABI) is a short, evidence-based and structured conversation about alcohol consumption with a patient/client. It seeks - in a non-confrontational way - to motivate and support the individual to think about and/or plan a change in their drinking behaviour in order to reduce their consumption and/or their risk of harm.

The Scottish Government set the NHS in Scotland a target of delivering 149,449 brief interventions on alcohol between 2008 and 2011, known as the HEAT (Health Improvement, Efficiency, Access & Treatment) H4 target. The Local Delivery Plan (LDP) Standards now

replace the system of HEAT Targets and are set and agreed between the Scottish Government and NHS Boards to provide assurance on NHS Scotland performance.

Ayrshire and Arran has a target delivery of 4,275 ABIs within the local delivery plan. It is expected that at least 80 per cent of delivery will continue to be delivered in the priority settings. The remaining 20 per cent can be delivered in wider settings in accordance with national guidance. Monitoring and reporting of ABI activity is undertaken within the Prevention and Service Support Team (PSST) within NHS A&A's Alcohol and Drug Services.

Both targets were met within the reporting period of April 2022 to March 2023, with 4,933 ABIs delivered within the priority settings and 1,207 ABIs delivered within wider settings.

- 5.8 Trindlemoss Day Opportunities** in Irvine held its first ever festival event in September. 'TM Fest' was a day to remember, with musical entertainment provided by customers and staff, all of whom had put a lot of effort into their costumes, props and acts. A performance of 'Shang-a-lang' was voted the best of the day, with the winning participants receiving medals for their efforts.



Those attending, who included friends and families of Trindlemoss customers and other invited guests, also enjoyed a disco, bongo bingo, lunch, a raffle, and a visit from two beautiful donkeys. A great time was had by all, with everyone heading home happy (and exhausted) afterwards.

- 5.9** There have been a number of planned visits from the **Mental Welfare Commission** to inpatient areas including Warrix Avenue and Ward 6 which was visited for the first time.

Feedback has been very positive with comments on the high-quality environment at Warrix describing this as peaceful and bright with spacious, well equipped individualised flats. Feedback from patients was that they feel the environment is more "relaxed and quieter than hospital". Person centred care plans evidenced patient and carer involvement and clear nursing intervention that "support positive progress and transition plans towards discharge". Supported by individually tailored activity programme to support patient needs and specific to proposed discharge area.

The Mental Welfare Commission were impressed by the enthusiasm and commitment shown by the team in Ward 6. Patients spoke highly of the team and felt involved in their care and decisions. The care plans are person centred and reflective of patients' needs with evidence of robust regular review of risk assessments. The patients valued the activities on offer as "it gave a sense of purpose and value" and provided positive recognition of the benefits of attending the Low Intensity psychological groups to support their progress.



**5.10 North Ayrshire Libraries** won the Scottish Library & Information Council (SLIC) Project Excellence Award for their pioneering work in supporting those recovering from problematic alcohol and/or other drug use.

The awards recognise the outstanding levels of commitment, creativity and value that libraries can offer the communities they serve.

The partnership between North Ayrshire Libraries and North Ayrshire Drug and Alcohol Recovery Service saw the creation of a safe, supported, non-clinical environment in Kilwinning Library on a weekly basis for NADARS staff, service users and their families to attend. Library staff participated in drug/alcohol awareness and Naloxone training, delivered by the NHS Prevention and Service Support Team, with service users also being able to access a wide range of library services during the sessions.

The project was set up to support the Scottish Government's Medication Assisted Treatment (MAT) standards, which address how people are encouraged to engage in and remain in treatment to support their recovery from problematic drug use by accessing support locally.

**5.11** Support for people with dementia in North Ayrshire received a boost after the Anam Cara respite centre in Kilbirnie re-opened following an extensive refurbishment project. The specialist dementia respite centre will accommodate up to 9 guests aged 60 years or over, offering critical respite services within single room, en suite accommodation.

The refurbishment project included a complete transformation of the main garden area, including new garden furniture, with a ramp installed from the conservatory to allow better access for guests to enjoy the outdoors. An additional, smaller garden area adjacent to the dining area has also had some landscaping improvements made.

New flooring has been installed throughout the ground level, with new décor, furniture and soft furnishings creating a welcoming and homely feel for guests and staff. In addition, new TVs have been located in each room and Wi-Fi connection has been improved throughout the building.

Artworks for the walls of Anam Cara were very kindly donated by members of both Beith and Irvine camera clubs, featuring recognisable images taken throughout North Ayrshire to help stimulate memories and talking points for guests staying at the facility.

### **National Indicators**



Indicators	NAHSCP	Scotland
Adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	68%	70%
Proportion of last six months of life spent at home or in community setting	88%	89%

## MSG Indicators

Indicators	Value
Emergency admissions to acute hospitals	18,135
Emergency admissions to acute hospitals (Rate per 1,000)	135.6
Admissions from emergency department	8,852
Admissions from emergency department (Rate per 1,000)	66
Percentage of people at emergency department who go onto ward stay (conversion rate)	26.6%
Unscheduled 'hospital bed days' in acute hospital	138,144
Unscheduled 'hospital bed days' in acute hospital (Rate per 1,000)	1029.6
Unscheduled 'hospital bed days' in long stay mental health hospital	26,605
Unscheduled 'hospital bed days' in long stay mental health hospital (Rate per 1,000)	198
Unscheduled 'hospital bed days' in geriatric long stay	5,831
Unscheduled 'hospital bed days' in geriatric long stay (Rate per 1,000)	52.8
Emergency department attendances	33,270
Emergency department attendances (Rate per 1,000)	248.4
Percentage of people seen within 4hrs at emergency department	66.70%



## MSG Indicators – Delayed Discharges

Indicators	Value
Delayed discharges bed days (all reasons)	23,995
Delayed discharges bed days (all reasons) (rate per 1,000)	219.6
Delayed discharges bed days (code 9)	8,917
Delayed discharges bed days (code 9) (rate per 1,000)	81.6
Delayed discharges H&SC Reasons	15,078
Delayed discharges H&SC Reasons Rates	138

## National Health and Wellbeing Indicators

The Scottish Government identified 23 (4 remain in development) indicators that were felt evidenced the 9 National Health and Wellbeing Outcomes. Nine indicators come from the biennial Health and Care Experience Survey (see below) and the additional 14 indicators (also below), which evidence the operation of NAHSCP, come from the NHS Information Services Division (ISD) survey. This survey represents a sample of the community and asks about the collective services received whether it be from Social Services, NHS, the collective HSCP, Private or Voluntary organisations. The survey responses do not separate each organisation's service provision.

The information below represents the most up-to-date information with further updates accessible from – [Public Health Scotland](#).

Health and Social Care Experience Indicators	2015 to 2016	2017 to 2019	2019 to 2020	2021 to 2022	2023 to 2024	Scottish Average Percentage	Rank against Family Group
Adults able to look after their health very well or quite well	94%	91%	92%	89%	89%	91%	2
Adults supported at home who agreed that they are supported to live as independently as possible	82%	84%	84%	81%	67%	72%	7
Adults supported at home who agreed that they had a say in how their help, care, or support was provided	78%	70%	75%	73%	51%	60%	8
Adults supported at home who agreed that their health and social care services seemed to be well co-ordinated	73%	74%	76%	64%	55%	61%	7

Health and Social Care Experience Indicators	2015 to 2016	2017 to 2019	2019 to 2020	2021 to 2022	2023 to 2024	Scottish Average Percentage	Rank against Family Group
Adults receiving any care or support who rated it as excellent or good	81%	78%	77%	76%	68%	70%	5
People with positive experience of the care provided by their GP practice	83%	80%	73%	61%	60%	69%	6
Adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	83%	82%	79%	78%	68%	70%	6
Carers who feel supported to continue in their caring role	41%	39%	31%	31%	32%	31%	6
Adults supported at home who agreed they felt safe	80%	80%	85%	83%	67%	73%	7

To support service improvement, the Scottish Government has identified local authority / Partnership benchmarking families. These family groups are made up of eight local authorities that share similar social, demographic and economic characteristics. Comparing our performance information with our family group should provide a more meaningful comparison with similar areas and allow for greater opportunities for shared learning and best practice. Rankings are on a scale of 1–8, where 1= best performing, 8=worst performing.

North Ayrshire is partnered in its family group with: East Ayrshire, Dundee, Western Isles, Glasgow, Inverclyde, North Lanarkshire, and West Dunbartonshire.

Indicators based on administrative data	2019 to 2020*	2020 to 2021*	2021 to 2022*	2022 to 2023*	2023 to 2024*	Scottish Average Percentage Difference	Rank against Family Group
Premature mortality rate. (Under 75s age-standardised death rates for all causes per 100,000 population).	501	516	568	527	Unavailable	442	4
Rate of Emergency Hospital Admissions for adults (per 100,000 population)	16,142	13,860	14,269	13,449	14,009	11,707	5
Rate of emergency bed days for adults.	156,904	138,799	155,206	151,553	142,222	112,883	7
Readmissions to hospital within 28 days of discharge.	108	122	113	100	101	104	5
Proportion of last 6 months of life spent at home or in community setting.	87%	89%	89%	88%	88%	89%	6
Falls rate per 1,000 population aged 65+	22	18	20	20	22	23	4
Proportion of care services graded 'good' (4) or better in Care Inspectorate Inspections.	88%	87%	79%	78%	83%	77%	2

Indicators based on administrative data	2019 to 2020*	2020 to 2021*	2021 to 2022*	2022 to 2023*	2023 to 2024*	Scottish Average Percentage Difference	Rank against Family Group
Percentage of adults with intensive needs receiving Care at Home. (All levels of CAH)	74%	73%	77%	77%	78%	65%	8
Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1000 population)	1,329	382	805	1,038	1,087	902	6

\*Column contents are the most up to date data information received from Scottish Government statisticians.

As well as the National Health and Wellbeing indicators, we regularly report on local measures to help us to evidence performance against the nine National Health and Wellbeing Outcomes and our Strategic Priorities. The list of local indicators can be found in Appendix 1. The full list of indicators can be found in Appendix 2.

# **Performance in relation to the three Children's Outcomes and three Justice Service Outcomes**

## Children's Outcomes

**Outcome 1:** Our Children have the best start in life and are ready to succeed.

**Outcome 2:** Our young people are successful learners, confident individuals, effective contributors, and responsible citizens.

**Outcome 3:** We have improved the life chances for children, young people and families at risk.

- 1.1** **The Promise** is a large-scale, complex 10-year change programme with multiple objectives and interlinked activities, across multiple partners that sets out a clear commitment for all corporate parents to have an enhanced understanding of the experiences of those who have spent time in care. Progress continued this year focusing on:

### **Social Media**

A new [North Ayrshire Will Keep The Promise Instagram Channel](#) is now created and growing to reinforce that The Promise is a shared duty between corporate parents but to also share relevant information to our care experienced young people in a trending way.

### **Care Experienced Youth Groups**

Formed a Care Experienced Youth Group within all Secondary Schools within North Ayrshire to give care experienced young people a platform to use their voice to initiate real change as well as having a safe space to communicate with staff and one another. The young people involved will help to support the rights of fellow care experienced young people in North Ayrshire.

### **Awareness Raising and Training**

The Corporate Parenting team have worked alongside young people to create a presentation that will be delivered within secondary schools and colleges to raise basic awareness of care experience and provide an insight into what rights and entitlements are out there.

- 1.2** Our North Ayrshire **Champions Board** have created a Care Experienced App named "CE4U". The app has lots of tips, advice, and information that we believe will help Care Experienced young people throughout their journey and beyond. The app has a little bit about everything from housing support, learning how to cook using recipes, tips on how to look after yourself physically and mentally, travel support as well as key contacts and events happening in your area. North Ayrshire Champions Board used their own experiences and journeys to produce the idea for an app as they often found they didn't know a lot of the information that was out there or they simply didn't know who or what to ask to find it for them, and so Scotland's very first Care Experienced app was created.



### 1.3 Case Study: Short Break Carer

“There’s so many little things that just make you smile.” That’s how one short break carer has summed up her experience in the role so far.

Alison has been a short break carer for North Ayrshire Health and Social Care Partnership (NAHSCP) for just over a year, having previously been a foster carer in Edinburgh.

Providing regular midweek and weekend short break care to children in her own home, Alison’s offers respite to kinship carers and full-time foster carers, as well as birth families who are affected by child protection issues such as parental alcohol and/or other drug use or neglect.

For some families this may be a one-off requirement, while others may need regular short breaks to assist them in caring for their children.

Alison said: “I currently provide regular short breaks to five children, aged from 5 to 8 years, as well as one-off breaks of up to a week or two, normally during holiday periods.

“While there can be challenges, it’s so rewarding seeing the kids change and grow in confidence as they experience new things. Children often get the opportunity to try new activities that they might not be able to at home, for a number of reasons. For example, they may live with older grandparents who aren’t physically able to do things outdoors that involve a lot of walking.

“I enjoy getting to know each child as an individual and love getting out and about exploring Ayrshire from a young person’s point of view. It’s also really great being able to meet up with other carers and their children.”

Short break carers work closely with parents or carers of the children they look after, which offers an insight into a child’s background, interests, likes and dislikes, as well as any behavioural triggers that they might experience.

Alison added: “Some children like routine and structure, whereas other don’t need that as much. Some enjoy visits to Bounce Station or a museum, while others will prefer to do some baking at home, watch a film or dig channels on the beach for the tide to fill up. I try to do both indoor and outdoor activities with all of the children I look after.

“We also enjoy preparing and trying new foods together There’s so many little things that just make you smile.”

Alison, who works four days a week from home as a Charity Fundraising Manager, also praised the support she receives from NAHSCP as part of her role.

She added: “I have a designated social worker who I can contact by telephone or email if I need to, and the training I have received has been invaluable, covering all sorts of topics such as communicating with children and managing behaviour, attachment and trauma, Theraplay, and autism and ADHD training.

“I find that the face-to-face training sessions offer a great opportunity to meet up and chat with other carers, and we also have a WhatsApp group where carers keep in touch and offer advice and moral support.”

Alison said: “When I first applied to be a short break carer, I wasn’t sure I’d be accepted, as I was single and over 50. However, it turned out that wasn’t a barrier, and I’d advise anyone who is thinking about applying to just contact NAHSCP ask those questions.”

Councillor Margaret Johnson, Cabinet Member for Health and Social Care at North Ayrshire Council, said: “Some children and young people may experience difficulties in their home lives, for a variety of reasons.

“The Short Break Service gives them the opportunity to spend time in a home environment where they feel safe, secure and well cared for, and can also provide stability to their families or carers by lending additional support and giving them a break from their caring responsibilities.

“This is an extremely important and rewarding role, and I’d urge anyone who is interested in applying to please get in touch to find out more.”

- 1.4 Health and Social Care have begun the implementation of the ‘**Signs of Safety**’ assessment and planning model. This model places parents, children and everyone naturally connected to the child at the centre of the assessment, decision-making and planning and is a significant paradigm shift for children’s services, where the dominant culture is for professionals to define the problems and what is required to solve them.

The Signs of Safety practice principles support our vision that the best place for children and young people to grow up is within their families and networks where they have the potential to care for them safely. When this is not possible, we will provide a secure, stable home, and help them achieve their full potential.

We went fully live with Signs of Safety for all new cases in September for Children and Families Locality teams and the Child Protection team. Prior to then we had a period from June where we used the approach with a small amount of practice in order to build workforce confidence and knowledge. Since then, we have utilised this practice framework with over 300 children and young people. This is great progress, but we recognise there is ongoing work to build all our confidence in establishing the approach. The focus is on recognising and acknowledging families’ strengths and encouraging them to identify solutions to any identified worries or to assist them to reduce harm, alongside the support of services.

We are moving into our second year of a 5-year implementation plan to fully embed the model in practice. Over the next year we will transition all work with families over to a Signs of Safety model approach. Social Work Children and Families Teams will be working to ensure this support model is implemented for all children and young people receiving a service.

- 1.5 Our **Children and Adolescent Specialist Support team (CASST)** were able to create a modern apprentice opportunity thanks to CORRA foundation funding. It was agreed that the team would benefit hugely from recruiting someone with lived experience of substance use in order to support the team in their endeavours to deliver positive interventions to children and

young people who are either involved directly in substance use themselves or live within a household where there is problematic substance use.

Our modern apprentice has only been in post for a short period of time; however, they have been able to capitalise on their previous adversities and utilise them in a positive way to assist our young people who are currently being supported by the CASST team.

In fact, during the recruitment process for the Modern Apprentice, a number of candidates showed wonderful potential, and our Learning and Development team engaged with them in order to help them seek other opportunities within the HSCP and wider Council.

## 1.6 Case Study: Young Carer

A young carer was the only person in his under 13 ice hockey team to be invited to play competitively for Scotland in Bratislava. This would open further opportunities to represent his country at other games over the coming year, help to find sponsorship and potentially offer pathways beyond school and his caring role for an older relative whilst mum worked. Ice hockey is his break from caring and the family were experiencing financial difficulties, with £1,200 the young carer was accompanied to be part of trial competitions, it relieved him from his caring role and mum did not have to take on extra work and could provide more care to her mother... good news ... the young carer made it to the final selection for the 2024 Scotland team due to his attendance, ability, commitment and effort.

1.7 From 1st April 2023 to 31st March 2024, the **Rosemount Project** received referrals to work with 127 families across North Ayrshire. There were nine referral sources, with the Three Towns Children & Families (C&F) locality the most prolific referral source (28%). This was followed by the Families for Children team (25%), and then by the Irvine C&F locality team (20%). The varied referral sources out with this were – the Garnock Valley/North Coast C&F team (14%), Kilwinning C&F team (5%), Service Access/MAASH (4%), Kinship (2%), the Children and Families Disabilities Team (1%), and the Programmes Approach Team (1%). This gives an indication of the diverse needs and complex difficulties that the Rosemount team encounters, working alongside colleagues across our services to support children, young adults, and parents/carers in different settings, each with their own challenging circumstances.

There has been a significant uplift in referrals from the Families for Children team from the previous year, which is partly due to Rosemount having ongoing access to a Family Wellbeing Support Worker, whose post is funded via The Promise. The need for this post has been influenced by both the findings from the independent care review in Scotland, and lobbying by sibling's rights groups, which has informed amendments to the Children (Scotland) Act 1995.

The service will continue to work towards the implementation of Signs of Safety, with a focus on how we can work even more effectively with colleagues, parents/carers, and wider family networks to ensure as many children as possible are supported to remain within their communities and at home with their families.

1.8 The **Whole Family Wellbeing Fund** (WFWF) is a £500 million investment by the Scottish Government to support the whole system transformational change required to reduce the need for crisis intervention and shift investment towards prevention and early intervention.

Within North Ayrshire multiple activities have been actioned to make use of available funds:

## **Family Centred Wellbeing Service**

The Family Centred Wellbeing Service (FCWS) is a partnership between North Ayrshire HSCP and Education, targeting early intervention support to school aged children and their families. WFWF has allowed the service to expand to all areas of North Ayrshire, as well as to secondary-aged children.

## **Intensive and Therapeutic Counselling Support for Care Experienced and Vulnerable Young People**

The WFWF has allowed more children to benefit from intensive therapeutic counselling from the Notre Dame Centre with criteria widened from experience of sexual abuse to wider, significant trauma.

## **Support in the Early Years**

The WFWF is supporting the expansion of the Early Years Social Worker team within North Ayrshire. This will enable a focus on both early intervention and prevention, recognising the increasing level of need in critical areas in respect of parental mental health and domestic abuse.

## **Dads' Support Worker**

A partnership between national charity Dads Rock and the Universal Early Years service, supported by WFWF, has introduced a Dads Support Worker to the service. Providing 1-1 and group-based support to dads in the Three Towns area, the role will also allow the service to consider how it engages dads and other male caregivers in the health visiting pathway and associated support.

## **Vicarious Trauma Support and Specialist Counselling for Staff**

Staff across health, social work and education currently support a number of families experiencing distress, including but not exclusive to bereavement, domestic violence, child neglect and abuse. WFWF will allow staff to be supported through traumatic experiences whilst also providing preventative, supportive training to all staff.

## **Community Charge Nurse for Care Experienced Young People based in Throughcare/Aftercare Team**

The post will allow for care experienced young people to be seen by a specialist mental health nurse without delay and on an early intervention basis.

## **Neighbourhood Networks**

Expansion of the two adult neighbourhood networks to include a transitions network for young people with additional support needs who are moving from children's to adult services and based on their specific needs.

## **Barnardos Stronger Families**

Barnardo's have received WFWF funding to scale-up the existing Stronger Families service, providing a focus on Kinship Families who have been affected by substance use. Stronger Families is trauma-responsive and adopts a whole family approach, aligning with the National Principles of Holistic Whole Family Support, The Promise and Children's Rights. In the short time it has been operating, it has proven to be an effective and successful approach to supporting Children, Young People and Families impacted by substance use.

### **Impact Arts**

Through WFWF investment, Impact Arts plan to run two six-month programmes a year for two years in different localities in North Ayrshire, working with ten to twelve parents or kinship carers in each programme, to support them to: better understand their child(ren)'s behaviour; develop tools to connect, communicate and support their child(ren) including approach (for example activities being led by the child; being curious), language and play activities; identify their own needs and develop coping strategies for themselves; connect with other parents, access peer support, and develop their local support networks by linking in with other local organisations which can support other aspects of family life.

### **Ko-nekt**

Delivery of three 15 week "Nurturing and Positive Parenting" Courses for parents/carers who are currently awaiting referrals, are on the periphery of social work care and/or are at the point of crisis. This is a new element to the existing work of Ayrshire Children's Services with the overall aim of developing a Family Wellbeing Service.

### **Neurodevelopmental activity**

WFWF has allowed further investment in the Neurodevelopmental Empowerment and Strategy Team (NEST) including recruitment of a Project Co-ordinator for North Ayrshire who has supported the mapping of family supports for children with a suspected or confirmed Neurodevelopmental disorder.

## Justice Outcomes

**Outcome 1:** Community Safety and Public Protection.

**Outcome 2:** The Reduction of re-offending.

**Outcome 3:** Social inclusion to support desistance from offending.

- 2.1** A group of six clients of North Ayrshire's Unpaid Work team have received recognition certificates from the Koestler Awards for their original artworks, with one participant also receiving a Highly Commended certificate for a unique wooden birdhouse.



The [Koestler Awards](#) for arts in criminal justice started in 1962. Each year, over 3,500 people in custody and in the community share their creative work by taking part. The Koestler Awards provide feedback and encouragement to entrants of all abilities in visual art, design, writing and music.

### **2.2 Case Study: Women's Service**

"Having recently completed my order, I can say my experience working with the women's team has been a valuable one. I moved to Scotland from England to start afresh following the death of my mother and my Community Order was transferred with me. I had managed to come off drugs, but my mental health was not in a good place as I struggled to come to terms with my loss.

I remember one night specifically in December 2022, I had strong feelings to end my life, longing to be with my mum. I took a lot of painkillers, after which I reached out to my social worker. She remained on the phone talking to me while trying to access emergency services, however, my GP could not do anything as it was after hours and ambulance services were up to a three hour wait.

My worker came and got me at my home, transported me to the hospital and remained with me until I was assessed by a medical professional. This, for me, was a turning point. I felt valued as a person and my being here mattered to someone. I had no-one else who I could have turned to that night. From here, I was able to get the help and support to move forward with my life and have never looked back. I experienced probation services in England before

but never have I felt such vested interest and level of connection from staff, I believe this is the difference with the women's service.”

- 2.3 As a result of having an established **Prevent Multi Agency Panel** process North Ayrshire are one of only three HSCP's in Scotland to be selected to participate in the Prevent Multi Agency Panel Hydra training sessions that the Home Office and College of Policing run nationally for Prevent Multi Agency Panel Chairs, their Prevent Police colleagues and standing panel members. Training has been well received and is a key element of their response to the Parsons Green findings. As part of a national training programme, and as part of professional development, the Hydra training has been redesigned this year incorporating much of the feedback received from practitioners.

The Hydra training took place in Glasgow in March and is a training platform originally developed for the Police, providing decision-making training for Police functions ranging from investigations to child protection to kidnap situations. The Home Office and College of Policing developed a one-day Prevent Multi Agency Panel -specific training package. The training was a great opportunity to upskill and maintain the focus of colleagues from partner agencies and remind colleagues across the authority of the importance of engaging with the Prevent Multi Agency Panel.

#### 2.4 **Case Study: Multi-Agency Public Protection Arrangements Staff Development Day**

Managing the risk posed by serious offenders was the topic of a Multi-Agency Public Protection Arrangements (MAPPA) staff development day held at Dumfries House in Cumnock on Tuesday 19 March 2024.

Multi-Agency Public Protection Arrangements aims to protect the public by providing a framework for local authorities, the police, NHS and prison service to work together to assess and manage the risks posed by sex offenders who are subject to notification requirements under the Sexual Offences Act 2003, as well as mentally disordered restricted patients and other individuals who - by reason of their conviction - are assessed as posing a risk of serious harm to the public.

Partners can employ a range of safeguards such as electronic tagging, curfews, sexual offence prevention orders and other civil orders, with a shared aim of reducing the risk of harm to the wider population. Additionally, a number of agencies are required to co-operate in managing the risks posed by high-risk offenders, including Social Security Scotland, registered social landlords, voluntary organisations and companies providing electronic monitoring of offenders.

Representatives from Southwest Scotland's Multi-Agency Public Protection Arrangements Strategic Oversight Group, including senior officers from NHS Ayrshire & Arran, NHS Dumfries & Galloway, Police Scotland, the Scottish Prison Service and all four local authorities in Ayrshire and Dumfries and Galloway, were invited to come together at the event to discuss current developments affecting the Multi-Agency Public Protection Arrangements

Attendees at the event heard from retired Detective Superintendent Gail Johnston, who shared some important learning drawn from a recent Significant Case Review, as well as Emeritus Professor Hazel Kemshall - a prominent expert on Multi-Agency Public Protection Arrangements - about what it takes to be an effective Strategic Oversight Group.



**2.5** The latest Government statistics on **Community Payback Orders (CPOs)** (2022 to 2023) show that North Ayrshire had the highest of the Ayrshires with 490 Community Payback Orders however was the median of the Ayrshires at 47.3 per 10,000 population. In comparison, East Ayrshire had 488 Community Payback Orders and sits at 51.4 per 10,000 population and South Ayrshire had 399 Community Payback Orders and sits at 46.2 per 10,000 population. The Scottish average is 33.0 per 10,000 population.

There was a significant decline in the number of Criminal Justice Social Work Reports (CJSWs) in 2020 to 2021 thought largely to be due to the result of COVID-19, however numbers rose by 40% from the previous year in 2021 to 2022 and continued to rise in 2023 to 2024, albeit at a lesser rate of 15% from the previous year. The latest Government statistics on CJSWs for 2022 to 2023 reveal North Ayrshire to continue to be the lowest of the Ayrshires at 75.7 per 10,000 population. In comparison, East Ayrshire sits at 81.9 and South Ayrshire sits at 85.2. The Scottish average is 68.6 per 10,000 population.

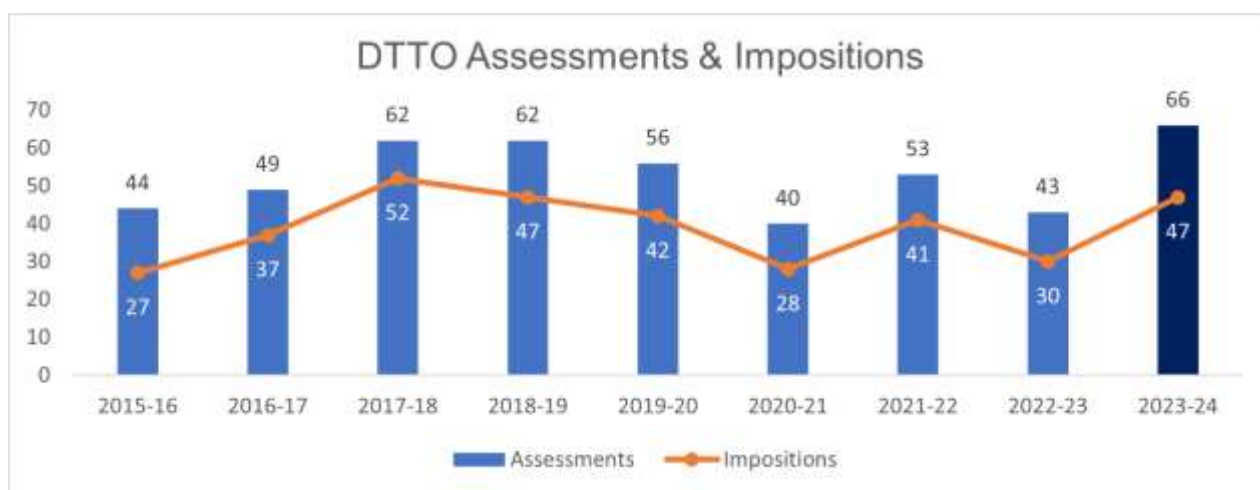
Our Justice Services continue to have a positive impact on the local community through the Community Payback Order unpaid work scheme. For over a decade, the eleventh year in fact we have continuously over-achieved against targets for Community Payback Orders level 1 and level 2. 2023-24 saw 73 out of 75 level 1 Community Payback Orders completing within timescales and 146 out of 152 level 2 Community Payback Orders completing within timescales. The targets set for unpaid work are pan-Ayrshire targets.



**2.6** Following a slight 'dip' in **Drug Treatment and Testing Order (DTTO)** Assessments in 2022 to 2023, the following chart illustrates a marked increase in the recent financial year, with sentencers at both Ayr and Kilmarnock Sheriff Court requesting these reports more regularly due to recent successes and the service adapting to incorporate changes in recent drug trends from depressant substances to stimulant, thus taking into consideration a host of differing offence-types and the focus of therapeutic interventions to promote change.

Of the 66 individuals assessed, 47 Orders were imposed across Ayrshire. Due to the nature of the Order, rigorous supervision and much support is provided to all and more recently through the employment of two Recovery Development Workers from CORRA Funding, we have now incorporated active outreach, additional practical supports and community reintegration to complement our existing service.

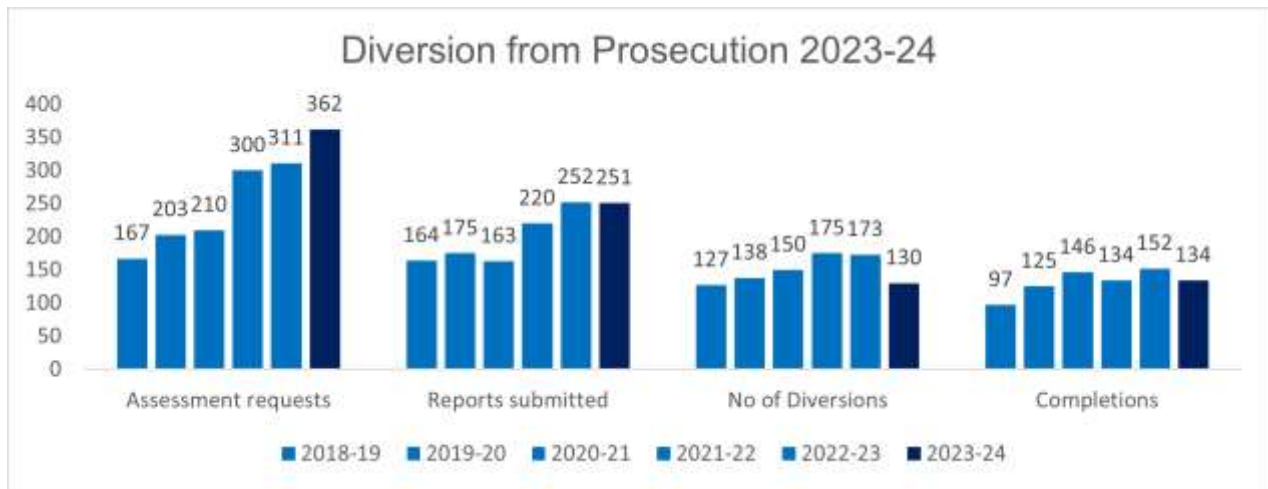
Success is not only measured through an absence of offending behaviour but also progress being made in several areas of life to ensure resilience and to promote longer-term lifestyle changes.



**2.7** **Diversion from Prosecution (Diversion)** has been available since 1997, within this past year we have experienced a further increase across Ayrshire in assessment referrals from the Procurator Fiscal. Referrals have increased at a significant rate from 2018. Although this disposal is early intervention and low-level offending, the presenting need of service users is extremely high, thus resulting in more staff time being allocated and closer partnership working with other agencies to provide identified services.

The number of assessment reports submitted are relatively lower than the number requested due to limited resources, which has resulted in waiting lists within each local authority area.

In comparison with last year, 2023 to 2024 notes a decrease in the number of Diversion cases imposed. This is due to delays from the time that the offence was committed until the individual is referred to and assessed by the Diversion team. In this time many positive changes could have taken place, and individuals are actively seeking and engaging with services to address any issues which they may have, thus reducing their risk of further offending. In these instances, no interventions are required due to positive reasons.



**2.8** North Ayrshire Council has received **Recruit with Conviction Ambassador** status. Working in collaboration with the organisation, ‘Recruit with Conviction’, North Ayrshire Council’s new Ambassador status recognises efforts to offer safe and sustainable employment for individuals with current/historical convictions, ensuring that our internal policies and practices are both current and proportionate.

**2.9 Case Study: Impact on Families**

“It’s only now as I sit back and think about what I put my mum and dad through that I really realise the impact I’ve had on their lives.. and no in a good way! I had a good upbringing and my parents were so kind and caring but when I was wee an uncle abused me and I just never got over it. I don’t think I ever will. I’ve buried my head in drugs forever to try and block it out and to be honest... it does work sometimes. But then it all comes back to you and you feel worse.

I’ve stolen from my mum and dad and treated them like rubbish. I’ve disappointed them so often and I’ll need to live with that. I would describe myself as being in recovery nowadays... am I perfect? Naw, but at least I’m trying. And I think they can see that.

Recently I asked my mum what life has been like with me and we sat and spoke about it over a cup of tea and a wee scone (felt good being able to treat her to one of those by the way!). She admitted that she has been disappointed in me in the past and that was hard to hear. I asked her what it was like visiting her only child in prison and she admitted that she had actually found it really scary at first. She thought the staff seemed nice but all the procedures of getting checked and patted down and the drug dog sniffing you to see if you’re allowed in... that all made her feel uncomfortable and like she had done something wrong.

This talk with my mum made me realise the impact our choices have on everyone around us. It made me more determined to succeed in my recovery and not put them through anything like this again. Prison isn’t somewhere anyone wants to be, but it shouldn’t be something our families and loved ones have to experience when they’ve never done anything wrong. At the end of our wee talk my mum told me she isn’t disappointed in me anymore.. I’m hoping it’s not just the scone talking.. but it was brilliant to hear anyway!”

## Reporting on localities

North Ayrshire is home to approximately 134,220 people, all living in its many towns, villages, and islands. These places are home to many different communities, each with their own characteristics and needs.

We recognise that a one – size all approach to services delivery is not appropriate. A blanket service may be of great benefit to one community and of little value to another.

That is why we are now designing local services based on local need, identifying the health and social care priorities in communities and developing services that help people access the right services at the right time.



# Locality Planning

Locality Planning is the local mechanism for strategic planning in which local priorities are developed for smaller geographical areas across the local authority. In 2023 it was decided that the framework for carrying out Locality Planning would be revised in order to involve new methods for community engagement and ensuring continued leadership through new Locality Chairs. Throughout late 2023 and early 2024 this new process was further developed in order to collect robust data and information about each locality in order to develop Locality Plans.

## **Engagement: Locality Conversations**

Twice per year, Locality Conversations will be held within each locality in order to collect information from different people within the communities, and feedback what we are doing with the information.

The first set of Locality Conversations are set to take place in April 2024, in the form of 2-hour workshops with local staff and members of the public invited to attend. This will allow us to explain a bit about the new process and collect initial community perceptions and challenges.

The next set of Locality Conversations will be held in September 2024 when the focus of the engagement will be groups of shared characteristics, where we will seek the views of targeted groups.

Locality Conversations will continue twice a year until locality plans can be developed in each area.

## **Local data: Locality Profiles**

The Strategic Commissioning Plan is developed using a Strategic Needs Assessment provided by Public Health Scotland, outlining local health and care data and inequalities across North Ayrshire. Public Health Scotland also provides more local data for each locality, where it is possible to obtain data at that level. These locality profiles will be used to identify key inequalities within each locality in order to understand where targeted effort may be required.

## **Local Services: Review of access**

There are many health and care services that are carried out within each locality, and there are others that people across the authority would need to travel to another locality to access. In order to understand how services are accessed and where some of the access challenges lie, we will be carrying out a mapping exercise of the health and care services available within each locality. This will include primary care, but also local third sector services and wellbeing in the community.

## **Community Priorities: Community Planning**

The Integration Joint Board is a member of North Ayrshire Community Planning Partnership, which has a separate requirement to carry out Locality Planning with more involvement of the community to develop general community priorities. The established priorities for each area

will be considered within the HSCP Locality Planning Process as these were developed alongside the local community.

## **Governance**

All the above information will be collected, collated, and analysed over the course of 2024 and 2025, which will allow four periods of engagement and a greater depth of information and understanding of each area will be developed.

Information will be analysed and plans and actions will be developed by the Locality Planning Review Group for each area, who will also enable delivery and monitoring of the plans. Each Locality Planning Review Group will meet twice per year, following each period of engagement. Group membership will be tailored to the specific needs of each community but will be Chaired by a Head of Service to ensure consistency and continued leadership.

Locality Plans will be developed by late 2025.

## **Arran**

The outlined method for Locality Planning will apply to the five primarily mainland localities of Irvine, Kilwinning, Three Towns, Garnock Valley and North Coast and Cumbrae, though there are current discussions within the Community Planning Partnership regarding the current arrangements for specific challenges for residents of Cumbrae.

Arran has an established locality planning arrangement which has been in place for many years due to the specific and persistent challenges of the Island. These arrangements have a governance that sits under the Island Plan and the Health and Social Care Partnership will develop health and social care priorities for Arran under this existing governance structure, and using engagement that has already been carried out with the islanders. This will occur using the same timescales as our mainland localities.

# Transformation Programme

North Ayrshire HSCP's Transformation Team support Partnership teams to identify, develop and deliver system wide change to local services and improve outcomes for the people of North Ayrshire





## **Transformation in 2023 to 2024**

### **Transformation Plan Approval**

The Transformation Plan is an ambitious programme of change consisting of a range of improvement projects across all service areas, each aiming to improve the quality of our services and contribute to the long-term sustainability of health and care in North Ayrshire. The plan is aligned with our Strategic Priorities and one or more of the following key drivers: savings/overspend reduction; investment in services to ensure we continue to deliver safe and effective care now and in the future, in line with relevant policies and legislation; and/or to improve the quality and safety of our services, improving outcomes for individuals and communities. The plan was drafted in collaboration with Heads of Service, and it stretches across all areas of the HSCP. It was approved by IJB on 14 March and the implementation will now be overseen by the refreshed Transformation Board, supported by the Transformation Team, in collaboration with services.

### **Children, Families and Justice Services**

In March 2024, we launched the beginning of our transformational activity within the Children and Families service referred to as Brighter Pathways: Remodelling of Children's Care Options.

A programme board of multi-agency partners has been established to assist in proposing solutions, advice, and guidance across North Ayrshire to work collaboratively to ensure best outcomes for our young people (and to help reduce associated costs).

A variety of workstreams will sit directly under the Programme Board and will have lead responsibility to work in a focussed way to radically reform the care options we have available for our children and young people to ensure that they have the right access to the appropriate resources and supports as they progress into adulthood.

In addition to the work that will be undertaken to improve outcomes for children who are already looked after away from home, we will also have a heavy focus on ensuring that appropriate tailored flexible support is available to children, young people and their families with the sole purpose of keeping children and young people in their local communities and keeping families together where possible.

### **Health and Community Care**

#### **Self-directed Support**

The SDS Learning Review Board concluded phase 1 in May 2023 with a final report which highlights a range of collective recommendations and actions to take forth to begin to improve current Social Work practice, with SDS being a key change mechanism to enable improvement. The identified actions will be taken forward in partnership commencing 2024 with [Horizons Research](#) our commissioned research, policy, leadership and service redesign specialist service.

Both the process of the SDS Learning Review including the output report, and phase two implementation plan have been agreed by an SDS Review Board, all Heads of Service and wider Senior Management staff as necessary to address and support some of the systemic weaknesses in our offer and delivery of assessment, informed choice and control, and personalised support.

Progressing this work ensures North Ayrshire Health & Social Care Partnership (NAHSCP) embodies the ethos and principles of the [Social Care \(Self-directed Support\) \(Scotland\) Act 2013](#) and assuredly meets our statutory responsibilities therein. It is also to ensure NAHSCP has the capacity and ability to deliver on the [National SDS Improvement plan 2023 to 2027](#) and SDS [National Standards and Framework](#) as well as all subsequent/ relevant legislative frameworks for the provision of assessment and social care support.

Equally, it enhances staffs understanding and confidence to deliver Social Work which is more responsive and person-centred making sure that people can get the support that is right for them and in a way that supports their rights of choice, dignity and being able to take part in the life of their communities.

Key areas identified that impact on current Social Work practice and delivery were highlighted and themed under the following topics:

- Varied practitioner understanding of SDS as a delivery tool and the legal framework.
- The most precious resource is time and there are pressures on this which limit the opportunity for good practice and good/ equal conversations with people.
- The assessment process is unwieldy and adds little value beyond access to limited resource.
- The inequity within the system is noticed and causes ethical dilemmas for staff across services.
- The role of leadership and management in the implementation and application of SDS as an enabling tool is variable.

Analysis of the learning and findings from the above topics allowed for further consideration to offer proposals which were grouped into the recommendations below.

- Create the space and conditions to continue the Social Work/ SDS conversation.
- Develop and embed an Ethical Care Framework across all services.
- Invest in workforce learning & development at all levels.
- Develop clear Information and access to early help and support.
- Explore Community Social Work Models and Liberated Methods.
- Explore worker autonomy and delegated decision making.

- Improve timely and safe transition process and planning.
- Develop Self-employed Personal Assistant Models further.
- Maintain good governance & report impact.

The amount and level of work requiring action is vast with many of the recommendations and actions relying on each other and feeding into other development areas such as the review of the front door, unpaid carers and transition process, but priority discussions with senior management staff were largely similar and most agreed that the recommendations to take forward primarily are as follows with a firm understanding that governance and reporting are essential to ensure continued quality assurance and supportive direction:

- Workforce learning and development
- Clear information, early help and support
- Development and embedding of an ethical care framework
- Continue to explore community social work approaches
- Worker autonomy

## **Unpaid Carers**

### **Local Strategy**

NAHSCP launched a revised interim local carer strategy: Building Caring Communities 2023 to 2025, in Summer 2023 with clear aspirations to reach more carers and provide vital information and links to support. The aim is that all North Ayrshire carers are identified, supported and valued and are afforded an opportunity to live, work, thrive and stay connected to their communities enjoying a life alongside caring. The ambition is that all unpaid carers have their voices heard and ideas considered in the design and delivery of information and support services provided across North Ayrshire.

### **Carers Gateway North Ayrshire**

The Strategy was developed in conjunction with a threefold investment in re-provisioning the local carer service which continues to be delivered by Unity Enterprise but has been rebranded and was relaunched in October 2023 as a more visible locality-based 'Carers Gateway North Ayrshire'. Areas of focus for the Carers Gateway service in the initial months of expansion have been:

- Continuity and monitoring of current provision as the service grows.
- Recruitment – team expanded from 4.5 to 15 staff with adult locality workers more present in community spaces sharing the Carer Gateway aspirations with existing and new networks. The young carers team are also operational across schools with each worker supporting three clusters across their area.

- Partnership mapping to promote the new service.
- Marketing of the rebranded 'Gateway' carer service.
- Digital developments with Bridgit Digital Carer Support Services, a 24/7 digital resource to reach and identify more carers, provide access to online self-help, access to referral and registration with the Carer Gateway Service, local and national information and support, access to build personal plans, WhatsApp and multi- channel support for regular contact. The resource also has built in analytics and reporting for service tracking and development.
- Improvements to the website to correlate with and showcase the changes to the new approach and model, and ensuring more current, correct information is available for local carers' [Carers Gateway Information](#), support and advice for carers of all ages. This went live in March 2024. The service are also making full use of [Carers Gateway North Ayrshire Facebook](#) which is a lively hub for identifying, communicating, engaging and promoting information and support.
- Financial planning and property discussions to establish a new office base.

### **Carers Assessments**

For 2023/2024, NAHSCP adult services completed 116 adult carer support plans which is an increase of just over 50% from the previous year. 56% of this total were completed by the Carer Support Officer (CSO) within the Carers Team who offers an alternative route to early and preventative carer support, for those who are not already known to Social Work teams, where the cared-for does not meet eligibility thresholds for services or for young carers aged 16 to 18 years who are not in school.

Across North Ayrshire primary and secondary schools 348 young carer statements have been completed with young carers under 18 years which is a 52% increase from the previous year and is representative of the good partnership links with Education Services and strength of messaging.

### **Breaks from Caring**

Carers Gateway received £77,000 for breaks from caring from Shared Care Scotland for 2023 to 2024 which allowed four phases of carer breaks and hardship options with around 400 carers and families being supported. Over the festive period Carers Gateway also used £7,000 to support families who were struggling with food vouchers and presents in addition to the annual festive activities.

NAHSCP has also supported 110 young carer requests for a break from caring this financial year through the HSCP/ Education fund at a total cost of £20,047. For adult carers in 2023/24 there have been 127 requests but not all required access to funding but through these conversations we have supported carers with a variety of breaks at a cost of £9,722.

2022 to 2023 funding trickled through into this financial year which secured 240 KA Leisure memberships for young carers across North Ayrshire as a route to improved wellbeing and social opportunities with peers. All memberships have been allocated and 25 young carers

through a survey issued have told us that this has been good for their physical and mental health. For some it helped with feelings of anger, for some they could go swimming with mum as it was the least painful activity for her, it was about family time, for some it was about body positivity and for many it reduced the financial barriers of being able to join in and be with friends whilst taking a break from caring.

## **Carer Involvement**

NAHSCP Carer Development Officer has been working with the HSCP Transformation Team, Arran CVS, Arran schools, Brodick Patient Participation Group and the Carers Gateway Arran family worker following a period of initial engagement on the Island which highlighted the need to increase carer awareness, information, advice and support on the Island. A phased plan of activity is underway (March to October 2024) to explore staffs understanding and use of adult carer support plans, young carers statements and Carers Gateway service. The work will investigate young people's understanding of caring and explore the impact caring has on future life options and choices, along with the general populations understanding of the caring role, carer rights, and use of the Carers Gateway service. The final phase will identify specific carer needs, gaps in information and carer support.

## **Mental Health and Learning Disabilities**

NHS Ayrshire and Arran **Child and Adolescent mental Health Services (CAMHS)** fully implemented the [NHS Scotland National CAMHS Service Specification](#) published in February 2020 on 1 August 2023 after papers going to each of the three IJB's (Integrated Joint Boards) between March and May 2023.

The specification describes the role of CAMHS as providing access to multi-disciplinary teams that provide:

- Assessment and treatment/interventions in the context of emotional, developmental, environmental, and social factors for children and young people experiencing mental health problems.
- Training, consultation, advice, and support to professionals working with children, young people, and their families.

As a Tier 3 service CAMHS will see young people who present with mental health problems that are causing significant impairments in their day-to-day lives. Prior to the implementation of the specification CAMHS saw an all-time high number of referrals in June 2023 of 330 and 69% of these were requesting a Neuro assessment. All these young people needed to be seen within 18 weeks and involved additional assessments by all clinicians and even some of the Team Leaders and Service Managers did assessments.

CAMHS in Ayrshire Referral to Treatment is the best in Scotland sitting at between three to four weeks to be seen for initial assessment and the teams are continuing to work on all the waiting lists within the service.

N-CAMHS specifically see those children and young people whose Neurodevelopmental Disorder co-exists with a clearly defined and treatable mental-illness. This service offers specialist clinical support, assessment and diagnosis for children and young people

experiencing the combined challenges of mental ill-health with conditions such as Autism or Attention Deficit Hyperactivity Disorder (ADHD).

CAMHS are working alongside health, social care, education and NEST (Neurodevelopmental Empowerment & Strategy Team) in the three Ayrshire's to ensure young people who are referred for a Neuro assessment, that do not meet the CAMHS Specification, are sign posted to the relevant services and supports.

CAMHS Urgent Assessment and Intensive Treatment service operates across seven days which complements our more traditional service model.

CAMHS workforce continues to evolve to meet the service need and the employment of Advanced Clinical Nurse Specialists, Pharmacy Prescribers and Nurse prescribers have significantly helped CAMHS over the last year when there have been a shortage of psychiatry staff and medication.

### **Accommodation**

West Road in Irvine will be the new Specialist CAMHS Assessment & Treatment Centre for Ayrshire as well as the operational base for the Community Eating Disorders Services by September 2024.

Open seven days per week specialist CAMHS Neuro, ADHD, play Therapy and other Clinical Interventions will be delivered from this re-fitted facility. Hosting flexible working space for staff with 5 clinic rooms and two large meeting rooms, it is envisaged that the facility will become a centre of excellence in the care and treatment of child and adolescent mental ill-health and eating disorders.

Accommodation for the Unscheduled Care Service remains a challenge. The wider CAMHS Service will also require a review of accommodation in due course and the service aspires to a specific facility for the care and treatment for moderate to complex mental ill-health.

CAMHS continue to explore the feasibility of providing in-patient care for children and young people closer to home in Ayrshire.

## **Reporting on lead partnership responsibility**

**North Ayrshire Health and Social Care Partnership** has lead responsibility for: Mental health services (including psychology, CAMHS, learning disability assessment and treatment) Child health services (including child immunisation and infant feeding)

**East Ayrshire Health and Social Care Partnership** has lead responsibility for primary care and urgent care services. Primary care refers to the four independent contractors who provide the first point of contact for the Ayrshire and Arran population. These contractors are General Practitioners (GPs), Community Pharmacists, Optometrists, and General Dental Practitioners.

**South Ayrshire Health and Social Care Partnership** is the lead partnership for the Integrated Continence Service, Community Equipment Store, and the Family Nurse Partnership (FNP). This lead responsibility relates to the delivery of continence care and education across Ayrshire, provision of equipment to people living in the community and supporting first-time mothers aged 19 and under through an intensive preventative home visiting programme delivered by FNP.



# Mental Health Services

- 1.1 The **long-term conditions team** are continuing to develop and enhance services to ensure people receive the right care at the right time and in the right place. One example of this has been the recent proposal of a pilot within Ward 2 in Woodland View. Following a series of Whole System Events at University Hospital Crosshouse it was recognised that the pathway to access care and support within Ward 2 could be improved. As such a proposal was developed to commence direct referral to Ward 2 from North Ayrshire GP's via a joint assessment with the North Ayrshire Community District Nursing Service. It is anticipated that this will reduce unplanned unscheduled care presentations of people with unstable end of life symptoms and those affected by complex conditions. Engagement has been ongoing with key partners including the Community District Nursing Team, GP's, Ward 2 Staff, the Ayrshire Hospice and others to enable this work and make it a success.
- 1.2 **Montrose House Care Home** received an unannounced inspection on 14 September 2023 which was a follow up to the initial inspection which took place in June 2023.

Key messages from the inspection included:

- The service had made improvements since the last inspection and managers were aware of the continued areas for development
- Medication recording had improved
- The staff team had been working on improving recording in relation to personal plans and health and wellbeing
- The service had made good links with local health professionals which was supporting ongoing developments

Links to each Inspection report can be found below, clicking the link will download the report in pdf format.

[Montrose House Inspection June 2023](#)

[Montrose House Inspection September 2023](#)

[Montrose House Inspection March 2024](#)

The service is continuing to implement a robust improvement plan and is working alongside wider Health and Social Care Partnership colleagues to build on the improvements made since the last inspection.

- 1.3 **Mental Health and Wellbeing in Primary Care** – strategic thinking continues to take place regarding the development of a mental health and wellbeing in primary care service in line with Scottish Government national strategy.
- Collaborative engagement work between primary and secondary care continues to be undertaken during Quarter 2.

- The overarching pan Ayrshire working group has continued to meet, with an overarching writing group, to provide proposed strategic plans for 2024 to 2026.

With the launch of the national [Mental Health and Wellbeing Strategy](#) – a pan Ayrshire implementation group has been formed to consider the impact of delivery and workforce planning both locally and on a Pan Ayrshire basis, this will be called the Strategic Leadership Group.

The **Learning Disability service** continues to experience workforce pressures across a number of its elements, in particular Trindlemoss House: within that setting, a number of vacancies are currently unfilled, including 3 Band 5 posts. Recruitment and retention issues are also evident within Ward 7A. While 2 newly qualified nurses started in November, this still leaves 1.86WTE vacancies, as well as creating a new balance with regard to skills/experience mix which will need accommodated. Further fragility is introduced by the need to cover maternity leave as well as the departure of 2 experienced Support Workers to join Foxgrove.

#### 1.4 Case Study: Discharge Support

This story relates to a 75-year-old gentleman who has been supported at home by the Discharge Support Facilitator who is based in ward 4, Woodland View Hospital.

He is a retired Royal Air Force engineer officer who served in various conflicts throughout his career. He bore witness to the unimaginable and as a result was diagnosed with Post Traumatic Stress Disorder. (PTSD). On leaving the Royal Air Force he became self-employed and worked in Health & Safety. He and his wife moved to Scotland to follow this career. Shortly after moving the gentleman suffered from a cerebral vascular episode resulting in him sustaining disabilities and having to give up his work. Over time his mood lowered, he started to drink heavily and symptoms of PTSD worsened resulting in thoughts of suicide. He had regular reviews from his GP and had input from the Community Mental Health Team for Elderly. Due to a further deterioration, he required admission to Woodland View Hospital.

He was admitted to Ward 4 for further assessment and treatment of his mental state. Following a period of twenty days he was identified by his Consultant Psychiatrist and his nursing team as being suitable for discharge with support. His wife, on learning of this plan reported she had not been coping with the trauma of her husband's admission. She was referred to the discharge facilitator for support. Consent was gained from the gentleman to allow the discharge facilitator to discuss aspects of his care and follow-up arrangements.

Pre and post discharge supports were arranged resulting in the following post discharge outcomes:

Carer's services have been in contact and have completed a carer's assessment. Wife has an allocated worker with a carer's support plan in place.

Carer's needs have been assessed to allow social work to identify a respite plan should this be required. Social work are looking into grants to assist with adaptations to their home. They did not require a package of care

South Ayrshire Hub have assisted with applications for benefits.

The gentleman has been allocated a worker from Combat Stress to support with PTSD and has referred this couple to the Royal Air Force Association (RAFA) for support. Combat Stress have arranged for him to attend their groups. This support will be ongoing.

RAFA have been in contact and have allocated a worker. They have indicated they will assist with paying for adaptations to the home. They will arrange for this gentleman to attend ex-servicemen/women's groups. They will assist with holidays for him and his wife. This support will be ongoing.

His wife has been allocated a RAFA family liaison officer to assist her to support her husband. They will support her to have time for herself.

The gentleman has made contact with the With -You service and has arranged to attend once weekly to support him with alcohol issues. He has been encouraged to drink non-alcohol drinks.

The gentleman and his wife have been contacted by their local community connector link worker. They now have information with regards to becoming involved in activity in their local area which will be of benefit to them both.

The gentleman and his wife continue to be monitored by CPN services as required.

- 1.5** The **Social Work Team** has seen significant improvements with regard to staffing levels, which has enhanced its capacity to respond to issues such as overdue reviews. Nonetheless, the service is very conscious of the continuing pressure on the team and the fragility which this engenders. Additional investment still remains a necessary consideration there, specifically with regard to the establishment of a senior social worker/senior practitioner post to work alongside the Team Manager and provide support in relation to issues such as supervision. Staffing is also an issue with regard to the establishment of the Intensive Support Service, with recruitment to a Speech and Language Therapy post within the team proving particularly challenging. The service is now almost fully recruited except for this post and a social work vacancy. This reflects broader issues regarding availability of Speech and Language Therapy (SLP) posts pan-Ayrshire, which is known to be presenting significant issues (and risks) across a variety of settings in relation to concerns such as dysphagia and swallowing assessment. A review of the workforce plan is being undertaken to address this.
- 1.6** **Trindlemoss Day Opportunities** continues to make good progress with regard to furthering the diversity of opportunities it can link its customers to, including the opening of its Community Café and Baristamoss, and the Glam Hideaway, all of which provide opportunities for skill development and enjoyment for individuals. Trindlemoss Day Opportunities has also been a contributor to the successful delivery of the How We See Ourselves poetry/art animation project, within a project led by Neighbourhood Networks. Following a successful run of the associated exhibition within the Harbour Arts Centre, the animations and interview linked to that work are now viewable on the [NAHSCP's Youtube channel](#). Ward 7A has also successfully completed its collaboration with the Glasgow School of Art around the implementation of an internship within the ward for 2 students, focused around the theme of connected transitions.

**1.7** The Scottish Government's **Communities Mental Health and Wellbeing Fund for Adults** was established in October 2021 and to date has distributed around £36 million to community initiatives supporting mental health and wellbeing across Scotland. The fund has a strong focus on prevention and early intervention and aims to support grass roots community groups in tackling mental health inequalities and addressing the priority issues of social isolation and loneliness, suicide prevention, and tackling poverty and inequality.

Funds were distributed by Arran Community & Voluntary Service (Arran CVS), as a partner in the Third Sector Interface North Ayrshire with the Ayrshire Community Trust. In Year 1, 61 North Ayrshire projects collectively received funding to the value £813,345, which benefitted significantly from inclusion of £353,134 in support from North Ayrshire Council (NAC). In Year 2, due to budget constraints, the level of contribution from NAC was understandably impacted. The Green Health Partnership included provision of a contribution amounting to £46,125 in Year 2, for projects specifically focussed on 'green health' related activity. This resulted in a total of £516,107 being distributed to 55 projects across North Ayrshire. Early monitoring demonstrates that so far, an additional 5,000 North Ayrshire residents have already benefitted from the Year 2 projects.

There will be a continued emphasis in Year 3 on responding to the cost-of-living crisis and on those facing socio-economic disadvantage. The fund aims to take a preventative approach and allow communities to develop their own solutions, including developing stronger partnerships.

**1.8** [A Drug and Alcohol Services report](#) from **North Ayrshire Drug and Alcohol Recovery Service (NADARS)** and **North Ayrshire Alcohol and Drug Partnership (NAADP)** has highlighted some of the positive work being undertaken to prevent drug and alcohol related deaths locally.

The report details some of the work carried out over the past year, including the ongoing implementation of the Scottish Government's Medication Assisted Treatment (MAT) Standards, providing additional support to individuals following a non-fatal overdose, increasing access to residential rehabilitation programmes, and the continued roll-out of the life-saving medication Naloxone across North Ayrshire, which reverses the effects of an opioid overdose.

In addition, the report outlines local and national drug and alcohol related targets and standards, all of which were met in North Ayrshire during 2022 to 2023.

In March 2023, 96 percent of clients commenced treatment to support their recovery within three weeks of being referred (against a national target of 90 percent), with 100 per cent of clients waiting less than six weeks, again meeting the national target.

North Ayrshire had also been set a target of increasing the number of individuals in treatment from 882 in 2020 to 959 by March 2024, with 2023 figures (1011) already exceeding the 2024 target.

An additional target of supplying 420 Naloxone kits in North Ayrshire during 2022 to 2023 was also exceeded, with 846 kits distributed. 31 lives were reported to have been saved in North Ayrshire due to the use of Naloxone during that period, however this number could be significantly higher, as lives saved via the use of Naloxone often go unreported.

Medication Assisted Treatment availability, where individuals have the option to start a treatment of their choosing from the day of presentation – as well as receiving psychological and social support – was expanded during 2022 to 2023 to include all six North Ayrshire localities. National and NAADP funding has allowed the recruitment of additional staff to help deliver this, including addiction workers, additional prescribing capacity and recovery development workers with lived experience.

Access to local residential rehabilitation is provided by Ward 5 at Woodland View in Irvine, which has ten beds for residential care for anyone who has an alcohol and/or other drug problem and mental health issues. Ward 5 provides access to residential detoxification, rehabilitation and day attendance support, with seamless pathways of support in place for individuals before, during and after their placement via local community alcohol and drug services.

In addition, North Ayrshire Health and Social Care Partnership was instrumental in supporting Phoenix Futures to open Harper House in Saltcoats in 2022, which provides additional residential rehabilitation support for vulnerable families, who can stay together at the facility.

The past year has also seen a focus on providing access to external residential rehabilitation, with national funding having been made available to NAADP. Individuals wishing to access this can now do so through NADARS, who will support the development of a care plan, identify a suitable provider, seek funding and support individuals into, throughout and after their placement.

## 1.9 Case Study: Recovery Story

“Thirteen years ago, I was stuck as a heroin addict, and I had been using for the past thirteen years. At this time of my life, I never knew where to turn as there was not as much help then as there is today. I decided one night that I was ready to say goodbye to life. I remember standing in my living-room trying to pluck up the courage, but I couldn’t do it. I needed drink to go through with it.

On the way to my local shop to buy some I bumped into a stranger who ushered me into a building out the freezing cold. I remember sitting amongst a group of older ladies who were kind and offered me a hot drink. They asked me to join them in a service and when I followed them into the other room, I realised I was in a church. I sat up the back and listened to all the speakers.

There was one individual whom I clicked with. This person connected me with the Teen Challenge Rehab Ministry in Largs and from there I went into rehab on December 1 2010, exactly 13 years ago that I am sitting telling this story, with nothing but the clothes on my back.

I entered rehab a broken man, with no education. I had nothing. However, I successfully completed a 12-month programme in the Scottish borders because I knew I had to, not only for me, but for the other people in my life too. After completing this programme, I was offered full-time employment within the rehab as a support worker. I was put through my SVQ3 in Social Care which was a massive accomplishment for me. I continued to work in this service for four years and in this time, I found that my mess had turned into a message of hope for others.

Since then, I have gained experience working in a night shelter in Glasgow, and I returned home to live in Ayrshire. I worked on the streets of Glasgow providing support to individuals affected by addiction, rough sleeping, and poor mental health. More recently I started in a new role with North Ayrshire HSCP supporting families who are impacted by substance use. I am really enjoying my new role. I get to use my lived experience and my experiences from my previous roles to help people within my local area!

Today I absolutely love life and I love to live again. I am in a position where I get to help people and introduce them to new activities. I suppose this story, like many others, shows the importance of being kind to strangers as we have no idea what silent battles someone may be going through. Kindness from a stranger on the street saved me that night and it is something I think we should all strive to do”.



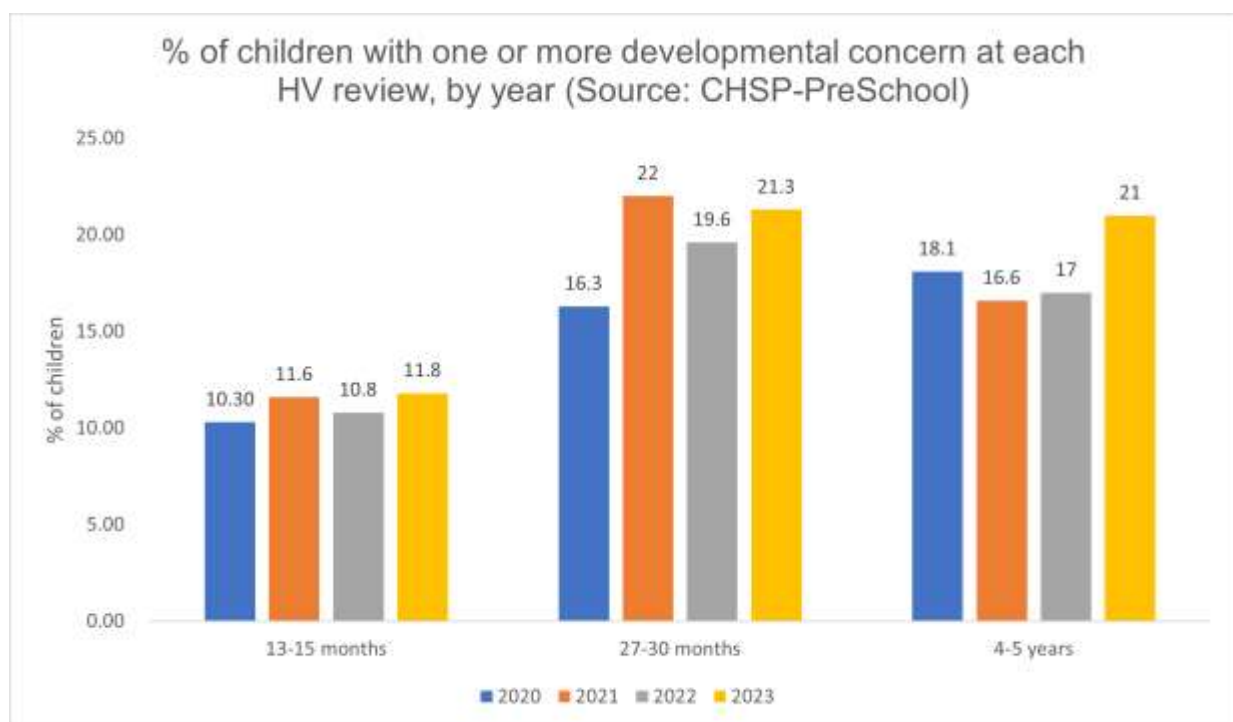
## Child Health Services

**2.1 Breastfeeding** has been a longstanding priority for staff working in North Ayrshire. The integrated community infant feeding team which includes midwives, health visitors, Family Nurses, support staff, Community Infant Feeding Nurse, and Support Nurse, as well as colleagues from the Breastfeeding Network (BfN) work closely with families to help them make an informed choice about feeding. Staff have all received regular high-quality training to ensure they are knowledgeable and skilled in relation to infant feeding.

In North Ayrshire our rates of exclusive breastfeeding have decreased slightly, with exclusive breastfeeding rates at the first health visitor contact dropping from 22.7% in 2022, to 21.2% in 2023, and at the six to eight review exclusive breastfeeding has dropped from 20.1% in 2022 to 17.8% in 2023.

However, our overall breastfeeding rates (mixed breast and formula) have increased from 40.6% in 2022 to 41% in 2023 at the first health visitor contact and at the six to eight week review our overall breastfeeding rates have increased from 31% in 2022, to 31.7% in 2023. This means that more babies in North Ayrshire are receiving breastmilk that at any time since the start of tracking this data.

**2.2 The Health Visiting** service in North Ayrshire continues to fully implement the national Universal Health Visiting Pathway, with all children under five and their families offered a minimum of 11 visits from the ante-natal period through to the child starting school. Developmental assessments are undertaken at 13-15 months; 27-30 months and four to five years. Since 2020, the percentage of children with one or more developmental concern at these assessments has increased as shown in the table below:





This trend is being observed across Scotland and the Scottish Government has commissioned an Early Years Transformation Programme which will, in part, seek to understand this. Locally, we are reviewing the supports we offer families to ensure they remain fit for purpose.

Our Early Years Support Team works alongside the Health Visiting team to provide support to families when developmental concerns are identified or when a family requests additional support in other areas. During 2023 to 2024, 846 families were supported with areas such as communication, toileting, behaviour, sleep and parental mental wellbeing. In October 2023, we welcomed a Dads Support Worker to the service in partnership with national charity Dads Rock. The role aims to build confidence and empower dads to be actively involved in their child's life, celebrating the positive role dads play in child development. Between October and March, 15 dads were supported on a one to one basis and a further 21 through group based "dad and baby" activities.

**2.3** All school clusters in North Ayrshire have at least one **school nurse** aligned to them offering support to children and young people in line with the national pathway. School nurses can offer support in relation to:

- Child protection
- Looked after children and young people
- Low level mental and emotional wellbeing
- Domestic violence
- Sexual health and relationships
- Justice
- Homelessness
- Transitions
- Young carers
- Substance use

The school nursing team has responsibility for offering all school-aged children and young people who are looked after, either at home or away from home, an initial health assessment which is followed up with an annual review. During 2023 to 2024, 75% of looked after young people in North Ayrshire had been offered a health assessment, a significant improvement on previous years. The service has also been developing innovative ways to improve accessibility for young people including the use of QR codes for self-referrals, and the testing of a podcast to share health and wellbeing information for care experienced young people.

**2.4** In May 2023, in response to the increased number of Ukrainians moving to Scotland as a result of the war in Ukraine, a nursing team was established to provide initial health support to Ukrainian Displaced People and support them into mainstream health services. The remit of the team expanded in October 2023 to include those arriving in North Ayrshire seeking

asylum. Formed of two staff nurses and a Bilingual Liaison Officer, the team has supported 202 individuals, of which 70 have been children under the age of 18 years, including Unaccompanied Asylum Seeker Children (UASC). For the 70 children:

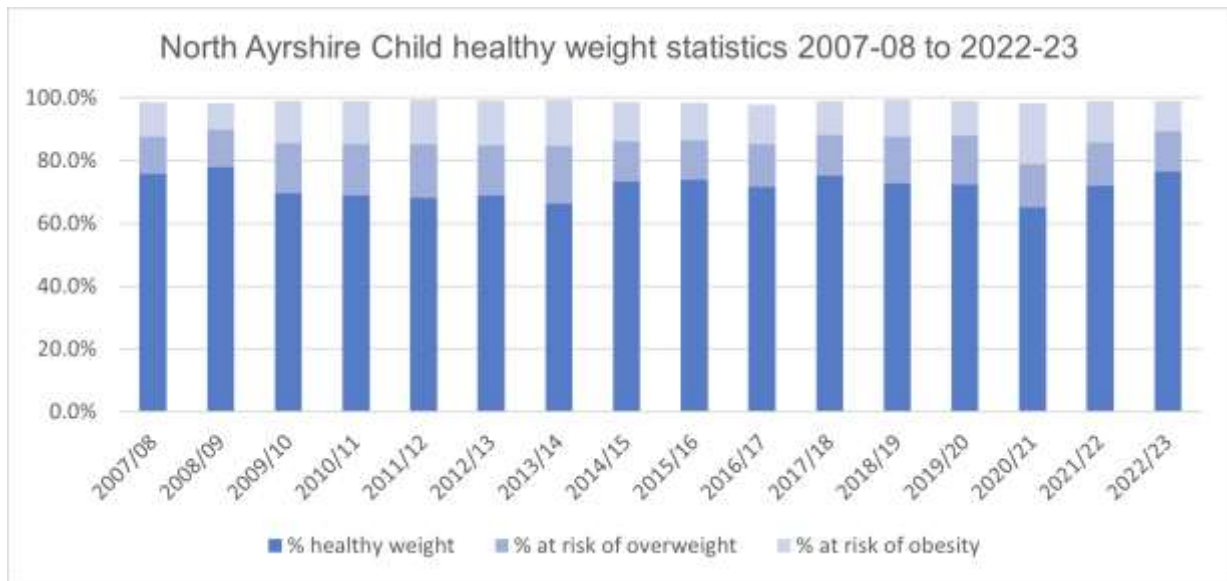
- 68 (97%) have had a health assessment completed
- 55 (79%) migrant screenings completed for Tuberculosis and blood borne viruses
- 56 (80%) supported to complete their immunisations to ensure they met the UK immunisation schedule

**2.5** Throughout 2023 to 2024, the team continued to fully deliver the routine **childhood immunisation** schedule to eligible children and young people in North Ayrshire. Whilst our uptake rates are good, we continued to see differences in rates between communities. The team is implementing some new approaches, including offering weekend appointments to try and address this. In the last 12 months European countries saw a resurgence of measles. As a preventative measure, additional clinics were delivered in March for North Ayrshire families where children had not received the Measles, Mumps and Rubella (MMR) vaccines in line with the schedule. This was supplemented with a large-scale media campaign to promote MMR uptake. The seasonal flu programme for children and young people was delivered during September and December and vaccination uptake in North Ayrshire was higher than the Scottish average.

**2.6** **Child healthy weight** is a public health priority. Over the last three decades, obesity levels in children and, indeed, the wider population have increased, with inequalities observed across our communities. Maintaining a healthy weight throughout childhood is associated with many health benefits both in the short-term and the medium term.

Child healthy weight is monitored throughout the universal Health Visiting pathway but also when a child moves into Primary 1. The most recent data for 2022 to 2023 was released in December 2023. For North Ayrshire:

- 76.7% of P1 children were of a healthy weight. The highest percentage since 2008 to 2009
- 12.7% of P1 children were at risk of overweight. The lowest percentage since 2005 to 2006
- 9.7% of P1 children were at risk of obesity. The lowest percentage since 2008 to 2009



## Inspection of service

The Partnership works closely with independent care providers to ensure that the care and support provided is being delivered in line with peoples' outcomes, offers best value, meets regulatory requirements, and keeps people healthy and well.

Care services provided by Partnership teams also undergo external inspections and are subject to rigorous review and inspection. Working together, we ensure that all required standards of quality and safety are met.



## Independent Care Providers who provide care services on our behalf

Where we commission care and support from independent and third sector Providers services based within the North Ayrshire area, we monitor these services via the Contract Management Framework. The Framework focusses on ensuring a joint approach to evaluating the quality of care and where appropriate provides an approach to supporting Providers to progress improvements. We use a range of methods to monitor performance, including:

- Formal Contract Management meetings on a six monthly basis and an Annual Joint Evaluation of Contract to ensure that services are safe, effective and most of all, that they meet people’s needs.
- Review of compliments, complaints and feedback from staff, carers and people who use services.
- Information that we collect, before visits, from the provider or from our records.
- Local and national information, for example, Care Inspectorate reports
- Visits to providers, including observing care and support and looking at records and documents.

The information below represents how those service which are registered with Care Inspectorate and are based in North Ayrshire are currently performing.

### Registered Services – Minimum Grades across all themes

Care Service	Subtype	2 Weak	3 Adequate	4 Good	5 Very Good	6 Excellent	Grand Total
Adoption Service	Not applicable	0	0	0	1	0	1

Care Service	Subtype	2 Weak	3 Adequate	4 Good	5 Very Good	6 Excellent	Grand Total
Adult Placement Service	Not applicable	0	0	0	2	0	<b>2</b>
Care Home Service	Older People	0	4	10	2	0	<b>16</b>
Care Home Service	Children & Young People	1	0	3	6	3	<b>13</b>
Care Home Service	Alcohol & Drug Misuse	0	0	1	0	0	<b>1</b>
Care Home Service	Learning Disabilities	0	1	2	0	0	<b>3</b>
Care Home Service	Mental Health Problems	0	0	1	0	0	<b>1</b>
Care Home Service	Respite Care and Short Breaks	0	0	2	0	0	<b>2</b>
Child Minding	Not applicable	1	6	61	44	2	<b>114</b>

Care Service	Subtype	2 Weak	3 Adequate	4 Good	5 Very Good	6 Excellent	Grand Total
Day Care of Children	Not applicable	1	8	42	16	0	<b>67</b>
Fostering Service	Not applicable	0	0	1	0	0	<b>1</b>
Housing Support Service	Not applicable	0	2	7	6	2	<b>17</b>
School Care Accommodation Service	Not applicable	0	0	2	5	0	<b>7</b>
Support Service	Care at Home	0	2	12	7	0	<b>21</b>
Support Service	Other than Care at home	0	0	7	0	1	<b>8</b>
<b>Grand Total</b>	<b>Not applicable</b>	<b>3</b>	<b>23</b>	<b>151</b>	<b>89</b>	<b>8</b>	<b>274</b>



## Inspection of Local Services

Throughout 2023 to 2024, a total of nine inspections took place by the Care Inspectorate, all nine were unannounced. There was also one joint inspection of Adult Support and Protection.

- Health and Community Care - three inspections with two follow up inspections.
- Children and Families & Justice Services - three inspections
- Adult Services - one inspection

Within Health and Community Care, two follow up inspections took place at Montrose House after an initial inspection in June 2023. The first of these took place on the 15 of September 2023 and examined the requirements listed in the June inspection. Of these requirements, two were met, two unmet and four not assessed. A further follow up inspection took place on the 14 February 2024 examining the outstanding 6 requirements for the facility. Of these requirements 2 were met and 4 unmet.

A further inspection within Health and Community Care related to Dementia Support Service (Core Assurance Inspection – Pilot). This was a pilot inspection known as Core Assurance Inspection – No gradings were provided, therefore previous gradings remain. Previous grading from February 2020 were:

- Quality of Care and Support – 4 Very Good
- Quality of Staffing – 4 Very Good

A joint inspection of Adult Support and Protection was published in February 2024. The joint inspection took place between September and December 2023, scrutinising the records of adults at risk of harm for the preceding two-year period, September 2021 to September 2023. While no gradings were given, the report does provide Priority areas for Improvement. Two priorities for improvement were noted, they are:

- Access to independent advocacy was limited. The partnership aimed to address this through their refreshed advocacy strategy. This should be a priority area for improvement.
- Police Scotland inconsistently applied policy and practice across several areas, which when combined weakened the operational effectiveness of the partnership's adult support and protection activity. These require to be promptly addressed to ensure parity of service levels across the partnership.

Gradings for the 6 further inspections the Partnership also received can be found below. Inspection reports can be found on the Care Inspectorate website - [Inspection Reports](#).

Inspection Date	Service/Unit	Wellbeing	Leadership	Staffing	Environment	Care & Support
19 June 2023	Montrose House	3	3	3	4	3
18 August 2023	The Meadows Children's House	2	0	0	0	0
29 September 2023	Abbeycroft Children's House	5	0	0	0	0
3 November 2023	Irvine, Garnock Valley & Community Alarm	5	5	4	0	4
27 February 2024	Canmore Children's House	2	0	0	0	0
13 March 2024	Trindlemoss House	4	4	0	0	0

The Care Inspectorate use a six-point scale to grade inspections:

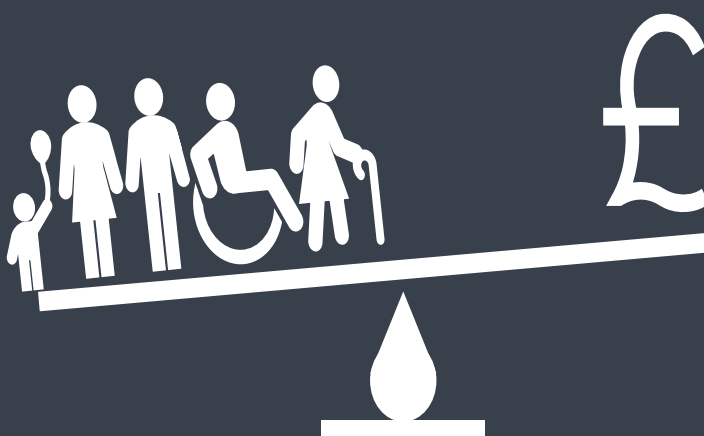
1 Unsatisfactory

Major weaknesses – urgent remedial action required

2	Weak	Important weaknesses – priority action required
3	Adequate	Strengths just outweigh weaknesses
4	Good	Important strengths, with some areas for improvement
5	Very Good	Major strengths
6	Excellent	Outstanding or sector leading

## Financial performance and best value

Financial information is part of our performance management framework with regular reporting of financial performance to the IJB. This section summarises the main elements of our financial performance for 2023 to 2024.



## Partnership Revenue Expenditure 2023 to 2024

Strong financial planning and management is paramount to ensure our limited resources are targeted to maximise the contribution to our objectives. Delivery of services in the same way is not financially sustainable. The updated strategic plan approved for 2022 to 2030 is underpinned by the need to learn from the pandemic and ensure opportunities are maximised to transform care models and find new solutions to ensure the future sustainability of high-quality health and care services.

In 2023 to 2024 the IJB agreed a one-year balanced budget which included an overall savings requirement of £4.963 million.

The ability to plan based on the totality of resources across the health and care system to meet the needs of local people is one of the hallmarks of integrated care. Medium term financial planning is key to supporting this process and identifying the transformation and planned shift in resources to provide sustainable services to the local community over the medium term.

Financial information is part of the performance management framework with regular reporting of financial performance to the IJB. This included an integrated approach to financial monitoring, reporting on progress with savings delivery, financial risks and any variations and changes to the delegated budget. There were significant financial challenges during the period. The main challenges during the year were residential placements for children, care at home, supplementary staff in wards and Unplanned Activities (UnPACs) within the lead partnership for mental health.

Work is ongoing to further improve the projected position and minimise the overspends continuing into 2024 to 2025. This work is built on the following general principles:

- No adverse impact on delayed discharges or patient flow during Winter
- Exercising professional judgement around the use of waiting lists where this may have an impact elsewhere in the system
- Reviewing the need for more active management of non-frontline vacant posts
- The non-recurring use of reserves
- Working with East and South on lead partnership projections

There is a reported overspend of £4.483 million pre-earmarking. The Integration Scheme outlines that there is an expectation that the IJB take account of the totality of resources available to balance the budget in year. Following this approach, an integrated view of the financial position should be taken, however it is useful to note that this overall position consists of an overspend of £4.630 million in social care services and an underspend of £0.147 million in health services. This position is before the earmarking of funds for use in future years. After earmarking the overspend of £7.464 million consists of an overspend of £6.634 million in social care services and an overspend of £0.830 million in health services.

As a contingency there was provision of £2 million non-recurring funding set aside in the reserves contribute towards the 2023 to 2024 position and this has been applied.

The overall financial performance against budget for the financial period 2023 to 2024 (after adjusting for new earmarked reserves) was an overall overspend of £5.464 million. This consisted of £4.634 million of overspend in social care services and £0.830 million overspend in health services.

2022 to 2023 Budget £000	2022 to 2023 Actual £000	Variance (Fav) / Adv £000	Service	2023 to 2024 Budget £000	2023 to 2024 Actual £000	Variance (Fav) / Adv £000
85,261	85,286	25	Health and Community Care	91,174	95,625	4,451
96,133	92,731	(3,402)	Mental Health	100,990	98,639	(2,351)
38,076	40,290	2,214	Children, Families and Justice	40,135	43,431	3,296
51,357	51,277	(80)	Primary Care	52,865	52,863	(2)
9,532	9,463	(69)	Allied Health Professionals	10,098	10,098	0
(175)	(6,460)	(6,285)	Management and Support Costs	10,740	9,288	(1,452)
1,194	1,197	3	Change Programme	0	0	0
2,570	866	(1,704)	Chief Social Work Officer	1,852	1,317	(535)
0	0	0	Financial Inclusion	1,671	1,630	(41)
0	0	0	National Commissioned Service	3	3	0

2022 to 2023 Budget £000	2022 to 2023 Actual £000	Variance (Fav) / Adv £000	Service	2023 to 2024 Budget £000	2023 to 2024 Actual £000	Variance (Fav) / Adv £000
283,948	274,650	(9,298)	TOTAL EXPENDITURE	309,528	312,894	3,366
(283,948)	(283,948)	0	TOTAL INCOME	(309,528)	(309,528)	0
0	(9,298)	(9,298)	OUTTURN ON A MANAGED BASIS	0	3,366	3,366
0	1,360	1,360	Lead Partnership Allocations	0	1,117	1,117
0	(7,938)	(7,938)	OUTTURN ON AN IJB BASIS	0	4,483	4,483
0	4,219	4,219	New Earmarking	0	2,981	2,981
0	0	0	Draw on Reserves	0	(2,000)	(2,000)
0	(3,719)	(3,719)	FINAL OUTTURN POSITION	0	5,464	5,464

The main areas of variance during 2023 to 2024 are noted below:

**Health and Community Care – overspend of £4.451 million** mainly relates to overspends in care at home, agency costs within integrated Island Services, supplementary staffing in rehab wards and district nursing staffing costs offset by underspends in care home placements, reablement services and care packages for people with a physical disability.

**Mental Health – underspend of £2.351 million** which relates to underspends in community mental health, non-employee costs at Trindlemoss and the Lead Partnership for mental health (psychology, child and adolescent mental health services (CAMHS), Action 15 and psychiatry). These underspends are predominantly related to the level of vacant posts in these areas. There is also an underspend in the Alcohol and Drugs Partnership which will be earmarked for use in 2023 to 2024. These underspends are partially offset by an overspend in learning disability services.

**Children, Families and Justice – overspend of £3.296 million** which is mainly related to overspends in services for care experienced children (residential care, respite care and employee costs) and services for children with a disability (residential care, respite care). These were partially offset by an underspend in the Whole Family Wellbeing Fund which will earmarked for use in 2024 to 2025.

**Management and Support Costs – underspend of £1.452 million** mainly relates to underspends in transition funding, an over-recovery of payroll turnover due to the level of vacant posts being higher than assumed when setting the budget and an underspend in multi-disciplinary team (MDT) funding. These underspends are partially offset by an overspend in the apprenticeship levy and the unfunded element of the pay award.

### **Medium Term Financial Outlook**

A Medium-Term Financial Outlook (MTFO) is a critical part of the strategic planning process. The financial context for public services remains very challenging and so it is vital that the IJB's strategic ambitions are set against the financial resources which are anticipated to be available.

The MTFO provides key information on the possible financial position of the IJB over future years. It identifies the financial challenges which will be faced by the IJB enabling the IJB to see the impact of current and future decisions on its medium-term financial health.

The MTFO will also be used to identify pressure points and inform decisions which are required to ensure the Partnership remains financially sustainable.

There are a range of factors which influence the financial planning of the IJB. These are considered through the MTFO and include the following:

- Demographic changes
- Local priorities
- Workforce challenges
- The UK and Scottish Economy
- Policy and Legislation
- Cost and demand pressures
- Available funding

As in previous years, a Medium-Term Financial Outlook has been prepared to identify what the financial position may look like moving into 2025 to 2026 and 2026 to 2027.

This has not been published in full at the present time as the Scottish Government indicated in the Scottish Budget that its Medium-Term Financial Strategy will be updated and published in May 2024. Following this, a full update report will be brought to IJB in September 2024, covering the period 2025 to 2026 to 2027 to 2028.



## Reporting on Localities

The Partnership has arrangements to consult and involve localities via their Locality Forums. The IJB has established six Locality Planning Forums, reflecting the previously agreed local planning areas. These provide Board Members with the opportunity to be involved in considering the priorities for each area and outline the role for each Community Planning Partner in meeting these priorities in conjunction with the local communities. This spend has been split into localities by initially allocating spend which could be directly identified to a locality, and the remainder which was not locality specific was allocated on a population basis. 65.4% (63.9% in 2022 to 2023) of spend was allocated based on population, which means at this stage the spend per locality can only be used as a guide and will not fully reflect actual locality usage of services. The population information used can be seen in the following table and was taken from the 2022 mid-year population statistics (sourced from NRS).

Age Group	Irvine	Kilwinning	Three Towns	Garnock Valley	North Coast	Arran	Total	% of spend allocated
Children aged 0 to 15	31.3%	13.1%	25.6%	14.0%	13.5%	2.5%	100%	11.8%
Adults aged 16 to 64	29.7%	11.8%	24.5%	15.2%	15.6%	3.2%	100%	26.6%
Older People aged 65 and over	25.7%	10.3%	21.9%	13.6%	23.7%	4.8%	100%	18.4%
Share of total population	28.9%	11.7%	24.1%	14.7%	17.1%	3.5%	100%	8.6%

Allocation Method	Percentage
Total allocated on population basis	65.4%

Allocation Method	Percentage
By Locality	34.6%
<b>Total</b>	<b>100%</b>







This resulted in the following spend per locality -







Expenditure	Irvine £000's	Kilwinning £000's	Three Towns £000's	Garnock Valley £000's	North Coast £000's	Arran £000's	Total £000's
2022 to 2023 Expenditure	<b>94,651</b>	<b>33,212</b>	<b>73,415</b>	<b>45,617</b>	<b>51,530</b>	<b>14,469</b>	<b>312,894</b>
% share of spend	30.2%	10.6%	23.5%	14.6%	16.5%	4.6%	<b>100%</b>
% of total population	28.9%	11.7%	24.1%	14.7%	17.1%	3.5%	<b>100%</b>

# Appendix









## Local Indicators – 2023 to 2024










These local indicators are those related to our strategic plan outcomes for 2022 to 2030


Performance Indicator	2023/24	Target	Status
Number of service users referred to employability service	79	36	
Employability mentors - No of service users being supported into employment, training, education.	39	28	
Number of PRI sessions which have taken place	1	8	
Support four formerly cared for young people to move into independent living each year.	14	4	
Support 45 children and young people into kinship care placements each year.	41	45	
Recruit six new foster carers each year.	9	6	
People attending the emergency department will be seen within 4 hours from arrival at hospital (Arran)	99.1%	95%	
Increase the number of Naloxone Kits distributed per annum (387 per year – 97 p/q)	679	387	
Deliver 4,275 ABIs each year (pan Ayrshire)	7,497	4,275	
CAMHS – Seen within 18 weeks (RTT)	98.6%	90%	

Performance Indicator	2023/24	Target	Status
Psychological Therapies – Seen within 18 weeks (RTT)	87.0%	90%	
Reduce out of hours admissions for people aged 65 and over (MH)	19	32	
No under 18 should be admitted onto the Adult Intensive Psychiatric Care Unit (Ward 8)	0	0	
All accepted referrals to the Intensive CPN team from non-mental health referrers will receive contact within four hours	98.5%	90%	
People subject to level 1 Community Payback Order (CPO) Unpaid Work completed within three months	97.3%	57%	
Individuals subject to level 2 Community Payback Order (CPO) Unpaid Work completed within six months	96.1%	67%	

## MSG Indicators

Performance Indicator	2020-21	2021-22	2022-23	2023-24	Target	Status
Emergency admissions to acute hospitals	1,439	1,376	1,560	1,674	1,836	
Emergency admissions to acute hospitals (rate per 1000)	10.70	10.30	11.60	12.50	13.6	
Admissions from emergency department	813	769	699	819	1,173	
Admissions from emergency department (rate per 1000)	6.10	5.70	5.20	6.10	8.7	
% people at emergency department who go onto ward stay (conversion rate)	35.30%	27.10%	26.70%	27.60%	33	
Unscheduled 'hospital bed days' in acute hospital	11,097	11,434	11,725	11,424	12,320	
Unscheduled 'hospital bed days' in acute hospital (rate per 1000)	82.70	85.20	87.40	85.10	91	
Unscheduled 'hospital bed days' in long stay mental health hospital	2,756	2,677	2,117	2,362	6,782	

Performance Indicator	2020-21	2021-22	2022-23	2023-24	Target	Status
Unscheduled 'hospital bed days' in long stay mental health hospital (rate per 1000)	20.50	19.90	15.80	17.60	50.1	
Unscheduled 'hospital bed days' in geriatric long stay	451	585	630	295	1,772	
Unscheduled 'hospital bed days' in geriatric long stay (rate per 1000)	3.40	4.40	4.70	2.20	13	
Emergency department attendances	2,304	2,836	2,620	2,972	3,292	
Emergency department attendances (rate per 1000)	17.20	21.10	19.50	22.10	24.4	
% people seen within 4 hrs at emergency department	82.10%	67.50%	65.50%	59.80%	95	
Delayed Discharges bed days (all reasons)	1,165	1,776	1,852	1,785	1,515	
Delayed Discharges bed days (all reasons) (rate per 1000)	10.60	16.20	16.90	16.30	13.9	
Delayed Discharges bed days (code 9)	393	764	893	548	770	

Performance Indicator	2020-21	2021-22	2022-23	2023-24	Target	Status
Delayed Discharges bed days (Code 9) (rate per 1000)	3.60	7.00	8.20	5.00	7	



## Where to find more information

If you would like more information on IJB strategies, plans and policies and our performance and spending, please refer to the following websites.

- North Ayrshire Health and Social Care Partnership
- NHS Ayrshire & Arran - How we perform
- North Ayrshire Council - Strategies, plans, and policies
- North Ayrshire Council - Performance and spending

Additional financial information for Ayrshire wide services can be found in:

- East Ayrshire HSCP – Strategic Plan 2021 to 2031
- South Ayrshire HSCP – Strategic Plan 2021 to 2031