

East Lothian Integration Joint Board

Annual Performance Report 2020/21

East Lothian
Health & Social Care Partnership



About us

The East Lothian Integration Joint Board (IJB) provides strategic direction and leadership for community health and social care services in East Lothian. East Lothian Health and Social Care Partnership (ELHSCP) delivers these services across the county on behalf of the IJB.

East Lothian Integration Joint Board's current Strategic Plan (2019–2022) commits to:

- ▶ Delivering more care closer to home, taking a more community-based approach to delivering a wide range of services.
- ▶ Better access to primary care services.
- ▶ Faster assessment and clearer referral pathways.
- ▶ Helping people to exercise choice and control over their care and to live as independently as possible.



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Integration Joint Board : Working together

As an organisation at the forefront of delivering local health and social care services, the COVID-19 pandemic presented us with new and significant challenges.

Rising to these challenges was only possible with the hard work of:

- ▶ **Our staff** – whose immense effort and commitment ensured that key services continued to be delivered to those in need. Their flexibility, creativity and willingness to embrace new ways of working and delivering services has been crucial in our response to the pandemic.
- ▶ **Our third and independent sector partners** – which continued to provide vital services to some of our most vulnerable local residents. We recognise that this was a hugely challenging year for them, and value their flexibility, hard work and commitment.
- ▶ **Local Community Resilience Groups** – which played a valuable role in supporting members of our communities. Through these groups, local volunteers provided a lifeline to those most in need, offering practical support by delivering food and other essentials, and by helping to make people feel isolated.
- ▶ **East Lothian Council** – which delivered practical assistance and support to those needing to shield and helped with the administration of our COVID-19 Vaccination Centre.
- ▶ **NHS Lothian** – whose Public Health Team supported the ELHSCP in planning and delivering COVID-related health messages and whose clinical teams provided critical care to COVID patients.



This report summarises the full [East Lothian Integration Joint Board Annual Performance Report 2020/21](#) which describes the achievements of services managed and delivered by East Lothian Health and Social Care Partnership (ELHSCP) and how the IJB's budget was spent.

Responding to COVID-19

The impact of COVID-19 was felt across all our services. To respond to the challenges of the pandemic we had to adapt quickly.

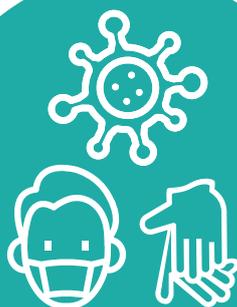
Some of our achievements during 2020/21 included:

- ▶ **Developing new ways of delivering services.** For example, carrying out appointments over the phone or through an online platform such as *Near Me*.
- ▶ **Establishing a COVID-19 Vaccination Centre** at East Lothian Community Hospital – **over 37,000 COVID-19 vaccinations** delivered in the county in less than 4 months (December 2020 – March 2021).
- ▶ **Setting up a PPE (Personal Protective Equipment) Hub** at East Lothian Community Hospital, ensuring individuals and organisations had access to PPE – approximately **280 local organisations used the Hub** with nearly **6,000,000 items provided**.
- ▶ **Working with all local care homes to support them with challenges presented by COVID-19**, and to comply with Health Protection Scotland guidance – this helped to reduce the number of COVID-19 positive residents in East Lothian Care Homes.
- ▶ **Offering an additional 44 beds in two wards** at East Lothian Community Hospital to help respond to any surge in demand for hospital beds across the Lothians during the first and second waves of COVID-19.

"This is the biggest vaccination programme in history and involves a massive and coordinated team effort from our staff and the community to deliver this as quickly and safely as possible."

Krista Clubb, Primary Care Vaccination Service Manager

37,000+
COVID
VACCINATIONS
DELIVERED
<4 MONTHS



PPE HUB
DELIVERED
6 MILLION
ITEMS TO 280
LOCAL
ORGANISATIONS

In your community

We believe that services should meet people's needs, whilst enabling them to be as independent as possible and supporting them to develop strong, meaningful links with the community they live in.

During 2020/21 we:

- ▶ **Developed a range of approaches to support people who could not take part in building-based Adult Day Services due to COVID-19.** This included supporting people to take part in activities in their local communities and the piloting of a **Resource Coordinator** Service (*Case Study below*).
- ▶ **Opened Hardgate Court** in Haddington – a new short-break service for adults with complex learning disabilities and specific health needs.
- ▶ **Continued to develop Shared Lives Service** as a model of community / family-based care that provides long-term short breaks and day support within Shared Lives Carers' homes.

Resource Coordinator

Vicki works as a Resource Coordinator at Port Seton Day Centre. Part of her job is to look at opportunities in the community for adults with a learning disability to pursue interests, hobbies and other activities.

Vicki identified a group of six individuals who were keen to do more physical activity. To see what was available, she looked at community options and approached some local clubs. Port Seton Bowling Club got back in touch offering the group a space every Tuesday morning.

With Vicki's support, the group began to enjoy their Tuesday morning sessions. A seventh member joined the team, and they now meet up every Sunday without paid support. Involvement in the Bowling Club offers a great opportunity to be an active part of the local community and to make connections with other bowlers.



Case Study

The group's ability was spotted by the Tranent Bowling Club coordinator, who offered them weekend taster sessions. There is now talk of forming a para bowling team, with the prospect of taking part in competitions, ultimately with an eye on the Commonwealth Games.

Vicki has also applied to the committee at Port Seton Community Centre for equipment to allow indoor bowling to take place at the Centre for the whole community over the winter months.

Maintaining & improving quality of life

Rehabilitation services are key to improving people's quality of life, as well as helping them to regain their independence after illness. **East Lothian Rehabilitation Service** continued to deliver a range of services during 2020/21, as well as developing some new initiatives.

During the year the service:

- ▶ **Developed a multidisciplinary post-COVID-19 pathway, resource pack and education strategy** to provide effective rehabilitation for people struggling to recover from COVID-19.
- ▶ **Trialled and rolled out the use of the 'Alcuris Lifestyle Monitoring Tool'** to help people to maintain their independence, get home from hospital sooner or avoid admission in the first place.
- ▶ **Launched the East Lothian Pain Management Service** for people with chronic pain to help reduce the impact on their quality of life.
- ▶ **Redeveloped the Physiotherapy Musculoskeletal (MSK) Service** for muscle and joint problems and introduced a new MSK Advice Line, significantly improving patient access to physiotherapy – this generated **over 6,000 referrals over the year**, 40% of which were managed by a one-off telephone call.

Musculoskeletal Advice Line

Adam had suffered from pain in his lower back since bending awkwardly to pick up a delivery from his front doorstep. The pain had been there for four days and he couldn't get comfortable sitting or lying down, it was really beginning to get him down. Adam was visiting his GP's website to check the surgery opening times when he noticed details of the Musculoskeletal (MSK) advice line.

Adam phoned the MSK advice line number and was quickly able to speak Joanne, a physiotherapist in the team. Joanne went through a series of questions to find out more about the pain he was experiencing. This included questions to check there were no symptoms or concerns that would suggest something more serious was going on that required further investigation, or that Adam needed to be seen in person.



Case Study

Joanne was happy that Adam's condition did not require him to attend a physiotherapy appointment, so went on to provide him with advice over the phone on how to manage his back pain. She also sent him some information, including details of exercises he could safely do at home.

At the end of the consultation, Adam was advised to get back in touch if the pain continued or if he had any concerns, but he quickly began to feel much more comfortable and hasn't needed to contact the service since.

Don't put up with muscle and joint pain.

Call our new MSK advice line on:
0300 3690 680 Monday to Friday
between 9:00 and 11:30am or visit:

www.eastlothian.gov.uk/msk

Technology Enabled Care



Margaret is in her 90s and lives on her own. Her family, living over 25 miles away, find it hard to pop in through the week but phone every evening to see how she's managing, and visit at weekends.

There have been a few times recently when Margaret has not answered the phone. This has resulted in her son making the 50 mile round trip to check she is ok, only to find she has just not realised the time or heard the phone.

The family are also worried because she has fallen a few times in the house but has not used her community alarm pendant to get help. Margaret is not overly concerned, but her family are very anxious about the situation, particularly because they live so far away.

Katie, an Occupational Therapist, and Joyce, a TEC Officer, met with Margaret and her son to see if there were any TEC (Technology Enabled Care) measures that could help keep Margaret safer, whilst also providing reassurance for her family.

They recommended replacing her community alarm pendant with a falls detector. They also helped to set up 'smart lighting' for lights to come on throughout the house as it gets dark and turn off again at bedtime, helping to reduce the chance of falls. In addition, sensor night lights were installed in the bedroom and hall for when she gets up during the night.

Katie also suggested the family, with Margaret's consent, set up a smart speaker 'drop-in' feature. This allows them to use the device to check she's ok and to have a conversation without her having to answer the phone.



Healthcare where & when you need it

One of our key objectives is deliver the right care, in the right place, at the right time. We continue to develop and deliver services with this objective in mind.

During 2020/21 we:

- ▶ **Rolled out the CWIC (Care When it Counts) 'seen on the day' service to three additional GP practices.** This means that the service now covers 47% of the East Lothian population. 98% of CWIC users surveyed said they were either 'satisfied' or 'very satisfied' with how quickly they were contacted by a CWIC practitioner.
- ▶ **Launched a new Community Treatment and Care Service (CTACS)** offering 'treatment room' services to patients (for example, managing minor injuries, changing dressings, ear syringing and stitches removal). This helped reduce pressure on GPs and standardised treatment for patients across East Lothian.
- ▶ **Directly delivered flu vaccinations for the first time through local vaccination clinics** in a range of community venues over the autumn / winter period, helping to relieve some of the workload usually going to GP practices. 73% of the target eligible population received their flu vaccine in 2020/21 – up by 12% from the previous year.
- ▶ **Expanded the number and range of services available at East Lothian Community Hospital (ELCH)** in Haddington, helping to deliver one of our key ambitions of providing health services as close to home as possible for East Lothian residents. This included working with the Edinburgh Cancer Centre to enable some treatments to be provided at ELCH, saving some patients from travelling into Edinburgh.
- ▶ **Established a county-wide CWIC (Care When it Counts) Mental Health Service** to provide easy-to-access mental health support to residents over 18 with mild to moderate mental health issues – 91% of those surveyed said the CWIC Mental Health practitioner they spoke to was 'excellent' or 'very good'.
- ▶ **Launched a new Community Link Worker Service** for all GP practices to help people achieve their health and wellbeing goals through social prescribing and by supporting them to access resources in their local community.

98%
CWIC
USERS
SATISFIED OR
VERY SATISFIED

73%
ELIGIBLE
POPULATION
FLU
VACCINATED
UP 12%
ON 2019/20

91%
DESCRIBED
CWIC
MENTAL HEALTH
PRACTITIONER AS
VERY GOOD/
EXCELLENT

CWIC Mental Health

The CWIC MH Service provides quick access to support for people with mild to moderate mental health issues.

Mark contacted the CWIC (Care When it Counts) Mental Health team after his GP told him about the service. He had been signed off work for several months due to stress and anxiety. His GP had been great, but Mark felt a bit stuck about what to do next, and his anxiety rocketed any time he started to think about returning to work. His confidence was low and it was hard to focus or to find motivation.

Mark had three appointments with CWIC MH over a few weeks. Juliet, an Occupational Therapist on the CWIC MH team, helped him identify some small steps he could take to feel more in control. This included helping him come up with a plan to bring some more structure to his day and to set goals for doing some of the things he had enjoyed in the past. Juliet also suggested several books and online resources that he might find useful to help manage his anxiety.

Together they spoke about ways in which returning to work could be made easier once he felt ready. Juliet provided information and advice about his employee rights, including the support he should be able to expect when returning to work. Together they came up with a plan for Mark to discuss with his employer.

As a result, he was able to successfully return to work after just a few brief sessions.

Find out more at:

www.eastlothian.gov.uk/cwicmh



Case Study



Managing our resources

The budget available to East Lothian Integration Joint Board (IJB) for 2020–21 was just under £193million.

Where the money was allocated in 2020–21

	Community	Hospital	Prescribing	GMS*	Other	Total
Expenditure	£91.3m	£38.6m	£20.7m	£17.9m	£17.2m	£185.8m
% of total	49%	21%	11%	10%	9%	100%

* *GMS (General Medical Services) expenditure is the cost of running the GP service in East Lothian. Prescribing expenditure is the costs of prescriptions for the 15 East Lothian GP practices.*

At the end of the financial year there was an underspend of £7.2m, much of which was already committed to cover anticipated costs in 2021–22. This left an *actual operational underspend* of around £1.3m, which was added to the £3.1m general reserve in March 2021. This reserve ensures the IJB has funds available to help manage unforeseen financial costs.

The IJB received additional funding of £10.7m in 2020–21 to meet the extra staff, equipment and service delivery costs resulting from the COVID pandemic. It spent £7.1m of this money during 2020–21 and carried the remaining funds over to the following year, in anticipation of ongoing COVID-related costs.

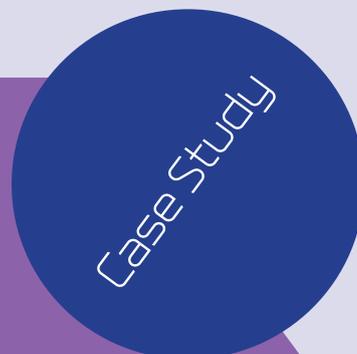
Details of the IJB's financial performance are included in the full version of the Annual Report.

Delayed discharges

One example where we demonstrate best use of resources (our staff and our money) is in our work to ensure that people do not stay in hospital longer than is medically necessary (preventing 'delayed discharges'). Being at home or being cared for in a homely setting is best for patients, it also means that hospital beds are available for those who really need them and helps us to make the most of our resources.

During 2020/21, we continued to maintain our position as one of the top performing areas in Scotland for delayed discharges.

We achieved this as a result of our key health and social care services working closely together to focus on supporting patient discharge. This successful collaboration also helps to prevent people being admitted to hospital unnecessarily.



- ▶ *In 2020/21, we were the **fourth best performing** Health and Social Care Partnership in Scotland for delayed discharges.*
- ▶ *During the year, the number of days people aged 75+ spent in hospital when they were ready to be discharged (per 1,000 population) was **262 in East Lothian, this compares with an average of 488 for Scotland.***

East Lothian's performance has shown a year-on-year improvement since 2015/16 when this figure was 1,314.

Performance in Numbers

Each year we are required to report on our performance in relation to a set of indicators set by the Scottish Government. The table below shows our performance against some of these indicators, the rest can be found in the [IJB Annual Performance Report](#)

Indicator	East Lothian	Scottish Average
Premature mortality rate for people under 75 per 100,000 persons	342	457
Emergency admission rate for adults per 100,000 population	10,157	11,111
Emergency bed day rate for adults per 100,000 population	101,588	102,961
Readmission to hospital within 28 days of discharge per 1,000 discharges	113	115
Proportion of last 6 months of life spent at home or in a homely setting	90%	90%
Fall rates per 1,000 population aged 65+	23.4	21.7
Proportion of care service graded 'good' or better in Care Inspectorate inspections	84%	83%
Additional days people aged 75+ spend in hospital when they are ready to be discharges per 1,000 population	262	488
Percentage of health and care resources spent on hospital stays when patient admitted in an emergency	21%	21%

Our Vision

Supporting East Lothian residents to live their lives as well as possible, achieve their potential to live independently and exercise choice over the community health and social care services they use.

East Lothian Integration Joint Board

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For up to date information on Social Care and Health in East Lothian visit www.eastlothian.gov.uk



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ELHSCP



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Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199

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