



Renfrewshire  
Health & Social Care  
Partnership

## Annual Performance Report Summary 2020/21

Our vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well.



# Overview

The Renfrewshire Integration Joint Board (IJB) was established on 1 April 2016, and has responsibility for the strategic planning and commissioning of a wide range of health and adult social care services that are delivered by the [Health and Social Care Partnership \(HSCP\)](#). The IJB must publish an [Annual Performance Report](#) and this Summary focuses on key highlights from the 2020/21 Report.

## Our Vision

Our Vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well. In order to deliver our vision we will focus on our three strategic priorities. These are:

- Improving health and wellbeing
- The right service, at the right time, in the right place
- Working in partnership to support the person as well as the condition.

We will do this by:

- Bringing services together and improving pathways
- Ensuring services are accessible to all
- Giving people more choice and control
- Helping people to live as independently as possible.

## COVID-19

Renfrewshire Health and Social Care Partnership [HSCP] and partners have worked together to respond to the pandemic. Operating flexibly to respond to quickly changing national and local guidance, our combined efforts have seen significant changes to the way health and social care services have been delivered.

In this summary report, we have shared some of the examples of the way services have developed to meet the changing needs of individuals and communities.

We would like to sincerely thank people with lived experience and their unpaid carers for their support and patience over the last year. We would also like to acknowledge the dedication and hard work of the staff teams across the Health and Social Care Partnership, Renfrewshire Council, NHSGGC, providers of services and the amazing network of volunteers within the local communities who have all contributed to the delivery of services.

# HSCP service delivery during 2020/21



**4.1 million**  
masks



**3.5 million**  
aprons



**13.5 million**  
gloves



**19,000 litres**  
hand sanitiser



**2,310**  
LFT test kits



**40,770**  
Flu vaccines



**776 contacts**  
Hear for You  
helpline



**699,545 hours**  
Care at home



**234,647**  
Community  
meals



**3,122 GP**  
NearMe video  
consultations



**77,804 doses**  
COVID vaccine



**1,034 referrals**  
to neighbourhood hubs



**3,285 people**  
seen at COVID  
Community  
Assessment Centre



**60,995 calls**  
handled by District  
Nursing Single Point of  
Access service



**161 support sessions**  
through Renfrewshire  
Bereavement Network



**496**  
Prescriptions  
delivered

## Key achievements

Although this year has been like no other, our services have still been working hard to provide safe and efficient services, monitor performance and improve health and wellbeing outcomes for the people of Renfrewshire. Some of our key achievements are detailed below.



Throughout 2020, Renfrewshire's Healthier Wealthier Children (HWC) service continued, with all contact being digital - a mix of email, text, phone and virtual meetings. This has increased engagement and there was no travel or other barriers, such as childcare needed for participants, which has proved popular. There continues to be significant financial gains from the HWC service in Renfrewshire - the total stands at £8,514,575 since the programme began.



We exceeded our target for reducing alcohol related hospital stays with a rate of 7.4 per 1,000 population aged 16+ (target 8.9) at December 2020 - a reduction on the rate of 8.4 at March 2020. Alcohol and Drug Waiting Times for referral to treatment within 3 weeks have remained stable with performance at 95.8% at December 2020 against a target of 91.5%.



Performance for exclusive breastfeeding at 6-8 weeks increased to 29.5% at September 2020 - well above the 21.4% target and above the rate of 24.4% at March 2020. Performance has also exceeded target for exclusive breastfeeding at 6-8 weeks in the most deprived areas of Renfrewshire, with a rate of 20.8% at September 2020 (target: 19.9%).



In March 2021, we were successful in achieving the UNICEF Gold Award and are now accredited as a Gold Baby Friendly Service. The accreditation is awarded based on a set of evidence-based standards for maternity, health visiting, neonatal and children's services. It aims to provide parents with the best possible care so they can build close and loving relationships with their baby and feed their baby in ways which will support optimum health and development.



In 2020/21, 90% of clients accessed out of hours home care services (65+), above the 85% target. The Care at Home service continues to work with locality services to review the ongoing needs of service users, ensuring that the Partnership meets their care requirements appropriately.

# HSCP Services in 2020/21

The HSCP sought to continue existing services wherever possible throughout the pandemic, adapting to reflect the most effective and appropriate way of working with patients and service users. In addition, we developed and supported a range of additional services as part of the COVID response.



## What you told us...

"I was struggling not only with the loss from my mum's sudden passing but also the restrictions that were in place with regards to hospital visiting, family support due to travel constraints and subsequent funeral restrictions during the pandemic. From my initial phone call of self-referral until my last telephone call with my counsellor, I cannot fault the professionalism, kindness and helpfulness of this local service".

**Renfrewshire Bereavement Network**

"It has been great having the phone calls over the past year, but the Zoom groups have been a life line for me; you have no idea how beneficial they have been. They are also great fun and cheer me up."

**Service user feedback from using Disability Resource Centre online groups**

'A great service. I was given good advice and reassurance.'

'I felt very reassured about my child's development.'

'My daughter was made to feel at ease. The staff were very friendly and we received good feedback.'

**Paediatric Physiotherapy drop-in clinic feedback**

"The book club has been a great way to discuss challenging topics. The empathy, shared experience, moral discussion and human insight, provided the depth, warmth, caring, and human understanding that has supported us in continuing to progress our own recovery."

**Service user feedback from Recovery Service's online book club**

'I found information about the flu drop-in clinic online and had a friend drive me from my home in Lochwinnoch to St Mirren Park for my flu jab. I am registered partially sighted and have very reduced mobility so I was rather concerned. My fears were unfounded. I did not even have to get out of the car. The nurse and needle came to me! Thank you.'

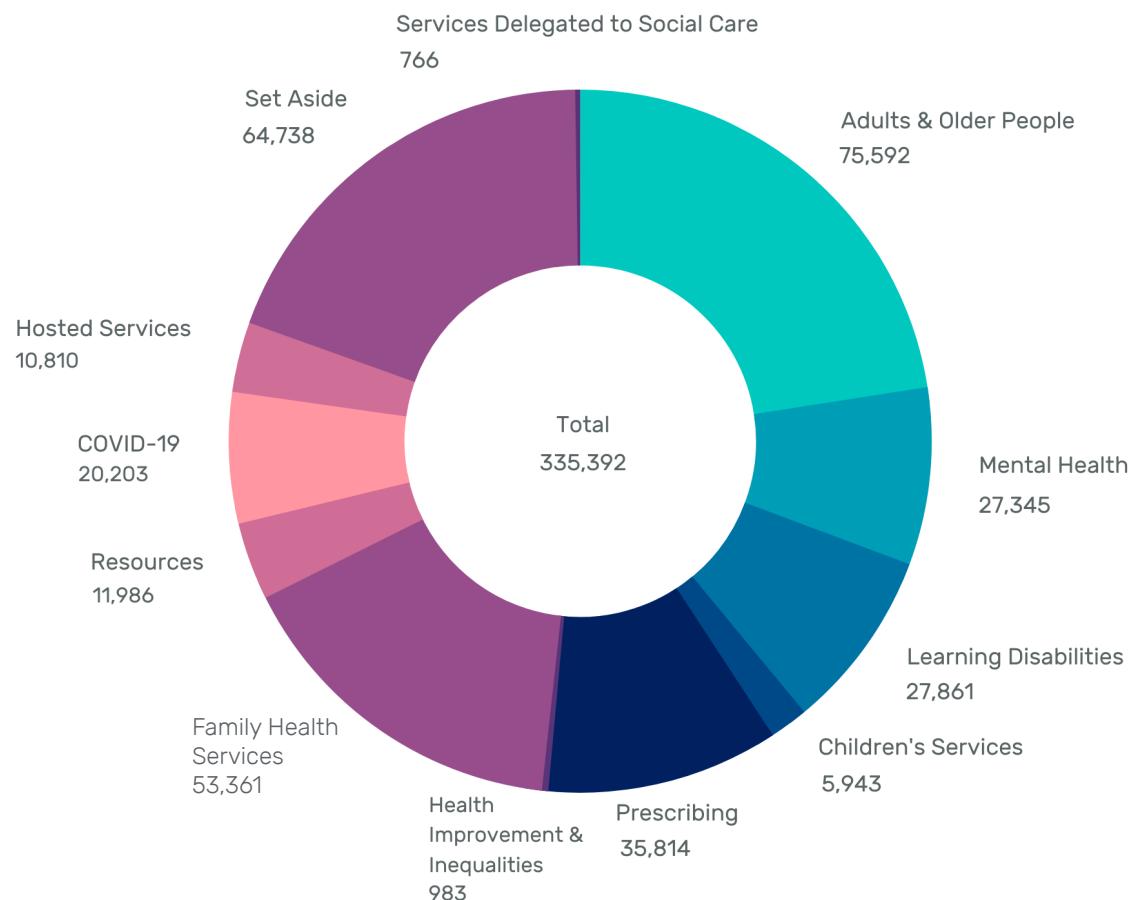
**Member of the public - commenting on Flu vaccination programme**

# Managing our resources

The total expenditure incurred by the Partnership for 2020/21 totalled £335,392m. The following pie chart shows how this money was spent across each of our services areas in 2020/21.

All financial information can be found in the [Renfrewshire IJB Annual Accounts 2020/21](#).

Cost of Services (£000s)



The complete Annual Accounts for Renfrewshire HSCP have been finalised within the context of the COVID-19 outbreak across the UK. The pandemic has had a significant impact both financially and upon business as usual service delivery. The uncertainty and challenges arising from this situation are unprecedented and are expected to continue beyond the next financial year.

# National Core Suite of Integration Indicators

The Scottish Government uses the National Core Integration Indicator performance to measure how well HSCPs across Scotland are performing in achieving the nine National Health and Wellbeing Outcomes. The table below compares Renfrewshire's performance from 2016/17 to 2020/21 with the Scottish average.

Indicator	2016-17	2017-18	2018-19	2019-20	*2020-21	Direction of Travel from 2019/20 to 2020/21	
11.	Premature mortality rate (per 100,000 people aged under 75)	491 (440)	473 (425)	465 (432)	463 (426)	507 (457)	⬇️
12.	Emergency admission rate (per 100,000 people aged 18+)	14,027 (12,229)	12,540 (12,210)	12,443 (12,279)	13,012 (12,522)	10,868 (11,100)	⬆️
13.	Emergency bed day rate (per 100,000 people aged 18+)	128,284 (125,948)	129,440 (122,388)	132,335 (120,155)	134,018 (118,288)	120,063 (101,852)	⬆️
14.	Readmission to acute hospital within 28 days of discharge rate (per 1,000 population)	100 (101)	90 (103)	88 (103)	93 (105)	96 (114)	⬇️
15.	Proportion of last 6 months of life spent at home or in a community setting	86.9% (87.3%)	88.4% (88.0%)	87.2% (88.0%)	87.4% (88.4%)	89.6% (90.1%)	⬆️
16.	Falls rate per 1,000 population aged 65+	18.5 (21.4)	18.8 (22.2)	22.1 (22.5)	21.3 (22.8)	19.1 (21.7)	⬆️

■ Better than Scotland average

■ Worse than Scotland average

Comparison to previous year: ⬆️ Improved performance (Renfrewshire) ⬇️ Declined performance (Renfrewshire)

Indicator	2016-17	2017-18	2018-19	2019-20	*2020-21	Direction of Travel from 2019/20 to 2020/21
						Renfrewshire (Scotland)
17.	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	86.2% (83.8%)	88.1% (85.4%)	87.3% (82.2%)	85.2% (81.8%)	86.3% (82.5%)
18.	Percentage of adults with intensive care needs receiving care at home	62.9% (61.6%)	62.1% (60.7%)	63.4% (62.1%)	65.5% (63.0%)	64.7% (62.9%)
19.	Percentage of days people spend in hospital when they are ready to be discharged, per 1,000 population**	107 (841)	190 (762)	246 (792)	383 (774)	372 (488)
20.	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	23.5% (23.4%)	23.5% (24.1%)	23.8% (24.1%)	23.9% (24.1%)p	21.7% (21.0%)

■ Better than Scotland average ■ Worse than Scotland average

Comparison to previous year: Improved performance (Renfrewshire) Declined performance (Renfrewshire)

INDICATOR DATA STATUS – DATA PUBLISHED on 13 July 2021

Updated data will be released on 21 September 2021

\*2020-21 data is currently reported as 2020 calendar year for indicators 11-16, 18 and 20.

Previous years (2016-17 to 2019-20) are reported as financial years for all indicators 11-20.

#### \*\* NI 19:

1. Please note definitional changes were made to the recording of delayed discharge information from 1 July 2016 onwards. Delays for healthcare reasons and those in non-hospital locations (e.g. care homes) are no longer recorded as delayed discharges. In this indicator, no adjustment has been made to account for the definitional changes during the year 2016/17. The changes affected reporting of figures in some areas more than others therefore comparisons before and after July 2016 may not be possible at Partnership level. It is estimated that, at Scotland level, the definitional changes account for a reduction of around 4% of bed days across previous months up to June 2016, and a decrease of approximately 1% in the 2016/17 bed day rate for people aged 75+.

## **Publications in Alternative Formats**

We are happy to consider requests for this publication in other languages or formats such as large print.

Please call: 0141 618 7629

Or email: [Renfrewshire.HSCP@ggc.scot.nhs.uk](mailto:Renfrewshire.HSCP@ggc.scot.nhs.uk)

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