



North Ayrshire Health and Social Care Partnership

Annual Performance Report
Summary Report
2022 to 2023



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Annual Performance Report 2022-23 – Overview

This summary of our annual performance report showcases some of the highlights of the excellent work carried out by our services within the North Ayrshire Health and Social Partnership. This report aligns with our “Caring Together” Strategic Commissioning Plan 2022-2030. The plan set out our pandemic recovery intentions, as well as offering a longer-term vision for local health and social care services.

Below are the five Strategic Objectives of the North Ayrshire Health and Social Care Partnership. Over the period of the Strategic Commissioning Plan, the Health and Social Care Partnership will seek to:

Provide Early &
Effective
Support

Tackle
Inequalities

Enable
Communities

Develop &
Support Our
Workforce

Improve Mental
& Physical
Health and
Wellbeing

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:

Care

Empathy

Respect

Whilst this document provides a brief overview of performance, the full Annual Performance Report for 2022 to 2023 is also available [North Ayrshire HSCP Annual Performance Report 2022 to 2023](#).

Tackle Inequalities

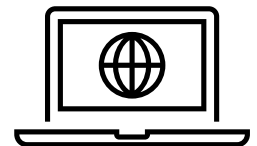
- 1,736 carers registered with our commissioned carer provider Unity; 1,517 are adults and 219 are young carers aged 18 or under.
- Our **Money Matters Team** once again supported the most vulnerable people in our communities, accessing entitled benefits to the incredible sum of £18,429,833.91, an increase of almost £1 million from 2021-22. This was achieved against a backdrop of ongoing welfare reform and a complex benefits system.



Comparison in millions

Enable Communities

- During 2022-23, 85% of people chose to have the Partnership arrange services on their behalf. Traditional options where support is chosen, arranged and directed by the Health and Social Care Partnership continue to be the most popular option.
- A **Near Me** space has opened at Kilwinning Library, Near Me is a video calling service used by many health and public services. However, not everyone who is offered a Near Me appointment will have the data available, Wi-Fi connection or IT equipment/smartphone to be able to take advantage of the service. In addition, they may not have a private place from where they can make the call, or they could be unsure of how it works. Kilwinning Library now has a dedicated Near Me space, equipped with the necessary IT equipment and offering complete privacy to make your call. Library staff can also provide assistance for anyone who needs it.



Provide Early and Effective Support

- **Community Link Workers** continue to support people age 16+ on a wide range of issues affecting health and well-being, such as money worries, unemployment, social isolation, bereavement, alcohol, and drug use, managing stress, low mood and anxiety and living a healthier lifestyle. Over 1,250 clinics were provided in North Ayrshire GP Surgeries with over 6,500 patient contacts made.

Recognising the increased demand for Mental Wellbeing support, Community Link Workers co-produced a “My Wellbeing Matters” workshop in partnership with our Community Mental Health Team and Public Health. The workshop consists of information and resources to help people self-manage their wellbeing. Three pilot sessions were delivered locally to twenty people and feedback included:

The project was very well received when it was shared nationally to peers at the Scottish Community Link Worker conference with other areas requesting access to our materials and learning.

Working collaboratively with Community Learning and Development and Turning Point, “Our Community Space” was a pilot in the Garnock Valley that aimed to improve wellbeing and connections to reduce social isolation. A monthly drop in was available in each town, Beith, Dalry and Kilbirnie providing opportunities to improve mental health through self-management approaches, support addiction recovery and contribute to prevention and early intervention out with the primary care setting. Over 240 people attended the drop-ins to access information and support for fuel poverty, financial challenges, alcohol, and drug misuse and many more wellbeing supports.



- **The North Ayrshire Primary Care Development Manager** worked successfully with 9 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. This first-year pilot resulted in:

- 429 referrals to the service
- 765 claims submitted
- 360 successful payment awards (310 claims are currently outstanding)
- £945,000 generated for residents of North Ayrshire in the first year of the project



Developing and Supporting Our Workforce

- A number of **Staff well-being** sessions ran during January and February 2023 facilitated by KA Leisure with events taking place at venues across North Ayrshire. Activities included:
 - Stress Less sessions
 - Menopause Awareness sessions
 - Mental Health sessions
 - Weight Management sessions
 - Standing/Chair Yoga
 - Keep Fit Low
 - Standing Pilates; Dance Taster sessions; Gentle Movement
 - Gym Induction sessions
 - Signposting
 - Free health checks on the Activator Bus

- North Ayrshire have achieved **Carer Positive Employer** – Exemplary Level, with the award presented on the 29th of March 2023. The award demonstrates the support the Council provides for its employees who are working carers, through a combination of practical support and policy, awareness raising and training and an active Carers Network. Carer Positive is operated by Carers Scotland on behalf of the Scottish Government. The Carer Positive commitments recognise those employers who offer the best support to carers, allowing them the flexibility they may need to deliver caring responsibilities. The 'Exemplary' Level 3 Award is the highest accolade given to organisations who go above and beyond in their caring commitments to colleagues and who demonstrate innovative and creative approaches to supporting and involving carers across their organisation.



Improve Mental and Physical Health and Wellbeing

- The Child and Adolescent Mental Health Service (CAMHS)** in Ayrshire and Arran during the period 2022-23 has separated out three distinct parts of the service to ensure that children and young people are on the correct pathway at a much earlier stage:

Specialist Community CAMHS (SCAMHS) - Assessment, care and treatment of children and young people experiencing serious mental health problems e.g., low mood, anxiety, suicidal ideation.

Neurodiverse CAMHS (N-CAMHS) - Provides neurodevelopmental assessments to support children and young people accessing mental health services to gain an understanding of their strengths and challenges they face. Referrals are made through the child / young person's school or doctor (GP).

CAMHS Urgent Assessment & Intensive Treatment (CUAIT) - Responds to the urgent needs of young people who are experiencing a mental health crisis. 7 days a week currently operating between 9am and 5pm.



CAMHS experienced a considerable increase in referrals over the past year. In March 2022 CAMHS saw 192 new referrals, in March 2023 this was 366 new referrals. The Referral to Treatment (RTT) compliance at the end of March 2023 was 97% and is continued to be monitored.

- An exciting opportunity has been created within NAHSCP for the establishment of a new service for people with learning disabilities. Covering North Ayrshire, the **Intensive Support Service (ISS)** will offer specialist intervention, advice/consultation and training for (and in relation to) people with learning disabilities who are in need of more intensive support than is possible from the existing Community Learning Disability Team.

The ISS will work with adults with learning disabilities who experience challenges in accessing mainstream services; and require significant specialist input in order to prevent placement breakdown and/or hospital admission. The service will also support individuals to prepare for their return to a community placement (or the establishment of a new placement).



In addition, it will have a lead role in reviewing clients placed out of area in order to ensure the appropriateness of current arrangements or the need for planning to expedite change.

The multi-disciplinary team comprising the ISS will include Nursing, Social Work, Psychology, Occupational Therapy, Speech and Language Therapy and Psychiatry. Development of the ISS represents a profound investment in the well-being of people with learning disabilities in North Ayrshire.

Children's Outcomes

- We have continued to develop our Partnership working with the National Portrait Gallery through the “**Life Hacks**” Project. The premise of the Life Hacks project was simple, making life affirming artwork with young people in North Ayrshire. The artwork would be made for public spaces and involve young people from youth groups and with links to Health and Social care services. It would be fun; it would be produced by young people working with professional artists and the artwork would be exhibited.

'I got to be around nature and let my imagination run free' - participant.

'Making artwork is like growing your own plant' - participant.

The final artworks produced on the project evolved from discussions we had with artist Iman Tajik relating to a performance video work of Tajik's, [A to B](#), that illustrates the frustrating effects of borders and barriers created by people, between people. For our versions we invited young people to use colourful biodegradable ribbons and tapes, to create huge temporary installations, very quickly. We transformed places, objects, and people with bright lines, fixing people to structures and making three dimensional scribbles on the landscape. Meaning was created in doing. Making the Ribbon Sculptures gave participants the opportunity to spend time together, often outside, and prompted conversations about social and personal barriers or ties, nature, and the complicated history of the places we were in.



'I loved how easy it was to create something that looked so complicated' - participant.

The Life hacks project, funded by Youth Link's Youth work recovery fund, worked with around 450 young people across the region, including the Rosemount project at Meadowcroft, Syrian resettlement programme, Irvine Royal academy, several youth forums and young people and their families from Children's first.

The latest project in the ongoing partnership between The Rosemount Project and The National Galleries, is a group that involves designing and making outdoor furniture from recycled pallets that were used in a previous project in North Ayrshire. The outdoor furniture is set to be installed at the Meadowcroft building. There is a possibility of recycling wooden decking to add to the area at the rear, that will be used as a space that staff, young people, and their families can utilise during periods of good weather.

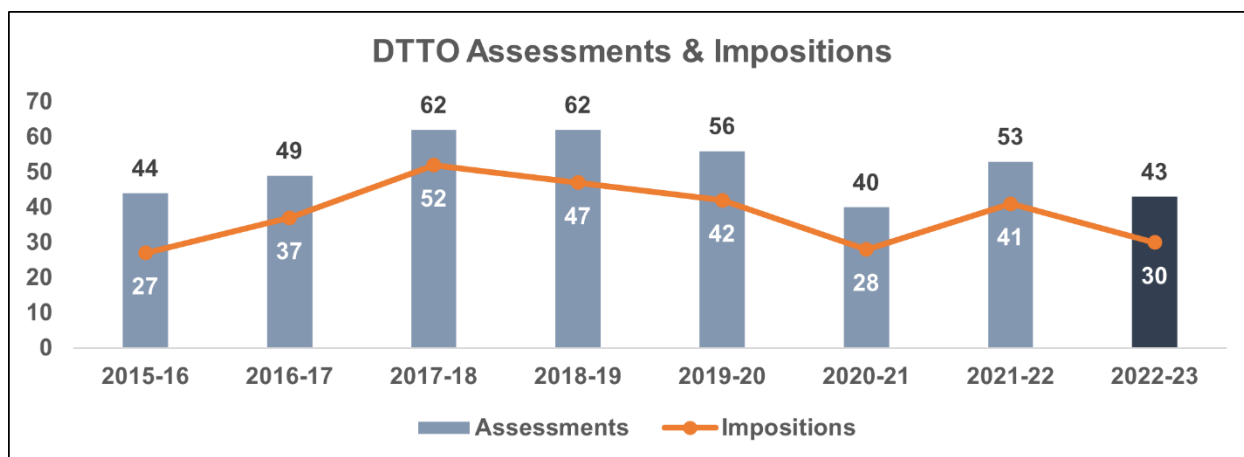


The project has been facilitated by Rosemount and a Technical Design teacher at Irvine Royal Academy and has aimed to support young people who work with Rosemount within a small group setting. It has provided opportunities for the young people to try a new and practical activity which has encouraged teamwork, problem solving, and a place to learn to use tools safely and effectively, with the goal being to create four benches and a table. The National Galleries have funded protective clothing and footwear and the young people have participated extremely well.

Justice Outcomes

- **Resilience in Stressful Events Team (RISE)** was developed to meet the needs of people who experience distress / emotional dysregulation and are assessed via court and justice pathways. Community Forensic Mental Health Service (CFMHS) staff recognised a level of need for people who did not have a mental illness but were presenting with distress and poor coping with limited options to address this. The aim of the service is to offer short term assessment and treatment to clarify need and promote / support self-management to build resilience in addressing the issues raised where possible. The team will also triage people to other services as required. Pathway working has been developed with the Partnership Delivery Team (PDT) and with Court Liaison services. Forums with the PDT have been initiated; this is to discuss complex cases and look to potential referral to RISE or CFMHS or management plans. Figures for 2022-23 show that 63% of referrals are from males and 37% female.
- The **Drug Treatment and Testing Order (DTTO) Team** experienced a high correlation between the number of assessments submitted and DTTO's imposed with 100% of assessments considered to be suitable resulting in a DTTO. Partnership working across Ayrshire with NHS Addiction Services continues to be extremely effective and local implementation of the MAT (Medically Assisted Treatment) Standards is encouraging service user stability at earlier stages on the Order.





The number of DTTO Assessments requested decreased from 53 in 2021-22 to 43 in 2022-23 resulting in a decrease of 19% compared to 2021-22. DTTO impositions decreased from 41 in 2021-22 to 30 in 2022-23 resulting in a decrease of 27% compared to 2021-22.

Transformation

- Within **Children, Families and Justice** work aimed at reducing External Residential Placements is ongoing. A central database has been developed with performance colleagues with the aim of each individual care plan being discussed at regular meetings with a view of delivering the best outcome for each individual whilst reducing the number of external placements. It is hoped that tenancies will be acquired for several individuals currently living within our Children's Houses. In addition, work related to External Fostering Placements has resulted in new policies and procedures being developed alongside a new revamped recruitment process to attract more individuals who would be willing to become foster carers, it is hoped that this will reduce the reliance on external placements.
- **Analogue to Digital Telecare Switchover** is a service response to the national digital telecommunication switchover planned for completion by 2025, which will result in analogue telecare equipment ceasing to work reliably. To avoid such a situation arising, HSCP is working to replace all current analogue equipment with a digitally compatible alternative, by end of 2023.

To date, a Project board has been convened and a comprehensive communication strategy is in place and has resulted in multiple social media campaigns informing local people of the impact of switching their telecom line too early, and all service-users being provided with leaflets and information reiterating this message every few months. The project team are meeting regularly with the Scottish Government's 'Digital Office Scotland' who provide advice and assistance to all of Scotland HSCPs and have also researched various equipment solutions to date. Over 1,000 routine visits to service-users have been carried out and a data cleaning exercise is underway. During 2023, we plan to agree a procurement strategy and installation plan and work towards replacing analogue equipment with hybrid solutions that will work across analogue or digital lines, ensuring our service-users continue to receive telecare services throughout the national switchover programme.

Lead Partnership Responsibility – Mental Health

- **Foxgrove** - National Secure Adolescent Inpatient Service received approval from the Scottish Government on the Full Business Case (FBC) that means construction can begin in earnest, with the facility expected to welcome its first patients in 2023. Ground, foundation, and drainage works have already been completed on site.



Foxgrove will be an inpatient unit for children aged 12 to 18 years who have complex difficulties and need a high level of care. It will provide the first medium secure adolescent inpatient service for young people in Scotland. The development is a key strand of the Scottish Government's [Mental Health Strategy 2017-2027](#). The purpose-built facility in Irvine means that children will be cared for nearer to home and will receive appropriate care, treatment, therapies, security, and on-going education.

Caroline Cameron, Director for North Ayrshire Health and Social Care Partnership, said: "Currently, there are no facilities in Scotland to care for this most challenging and vulnerable group of patients. This means that children are referred to secure adolescent mental health facilities in England, or in some cases, the child may be cared for in an adult inpatient setting. This places significant additional pressure and stress on the child, as well as their families."

"Foxgrove will without doubt improve the outcomes for young people who are seriously unwell and pose a risk to themselves. Scottish adolescents with complex mental health needs will be able to access the health care, education, and support services they need in an appropriate, modern environment bespoke to their needs and aspirations. It is great news for young people throughout Scotland, as well as their families and carers."

Lead Partnership Responsibility – Child Health Services

- NHS Ayrshire and Arran and the three HSCPs secured UNICEF Baby Friendly Gold Achieving Sustainability accreditation in November 2022.

Baby friendly accreditation is based on a set of inter-linked evidence based, child rights-based standards relating to the care of babies, their mothers and families provided by maternity, neonatal and health visiting services. In our case, this relates to the care provided by the integrated Community Infant Feeding team which includes Health Visitors, Family Nurses, support staff and the Breastfeeding Network. This is a terrific achievement and means we are now one of only three Board areas with this level of award.



As part of the assessment UNICEF audited families who had accessed infant feeding support within the year prior to assessment. 28 mothers were audited, and 93% concluded they were very happy with their care, with the remaining 7% reporting to be fairly happy with their care. 89% highlighted that staff were kind and considerate all the time, with the remaining 11% finding staff kind and considerate most of the time. Feedback from the staff survey within the assessment was

equally positive and highlighted that we have a 'motivated workforce' and a 'supportive, encouraging and kind culture'.

Feedback from the written report for the gold assessment was also incredibly positive, with our portfolio of evidence being 'highly commended for the quality of evidence submitted and the thorough way in which the necessary processes to embed and further develop the Baby Friendly standards has been planned and implemented.

Gold standard is now our new benchmark, and we plan to continue to deliver, progress, monitor and evaluate our infant feeding services to ensure we continue to provide this high level of care to families in North Ayrshire and across NHS Ayrshire and Arran.



More Information

If you would like more information on Integration Joint Board (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 2021-31](#)
- [South Ayrshire HSCP – Strategic Plan 2021-31](#)