APPENDIX 2

MORAY COMMUNITY CARE OUTCOME PERFORMANCE MEASURES AND TARGETS 2009/10

National Outcomes

Improved health
Improved well-being
Improved social inclusion
Improved independence and responsibility

KEY

D&A=Drug & Alcohol Services **PSD**=Physical and Sensory Disability Services **OP**=Older People's Services **Dom**= Domiciliary Care Services **ManPI(Internal)**= Management Performance Indicators. Quarterly reports prepared for internal use.

Themes	Code	Measure	Service Area	SOA & Del. Plan	Service Standard	Service Outcome	SIP Outcome	Man.PI (Internal)
Satisfaction	S1	90% of community care service users feeling safe.						●
	S2	90% of users and carers satisfied with their involvement in the design of care package.	D&A PSD OP	●		●		●
	S3	90% of users satisfied with opportunities for social interaction.						●
Faster Access	A1	Zero patients waiting in short stay settings, or for more than 6 weeks elsewhere for discharge to appropriate setting.	OP	●				●
	A2	No. of people waiting longer than target for assessment, per 100, 000 population.	OP	●				●
	A3	No. of people waiting longer than target time for service, per 100, 000 population.						●
Support for Carers	C1	90% of carers who feel supported and capable to continue in their role as a carer.	All	●			●	●
Quality of Assessment and care planning	Q1	90% of user assessments completed to national standard.						●
	Q2	90% of carers' assessments completed to national standard.						●
	Q3	100% of care plans reviewed within agreed timescale of 1 year.	OP		●			●
Identifying those at risk	R1	By 2010/11,NHS Boards will reduce the emergency inpatient bed days for people 65 and over by 10% compared with 2004/2005, per 100,000 population.	OP	●				●
	R2	Reduce to 2,654 the number of people 65+ admitted as an emergency twice or more to acute specialties, per 100, 000 population.	OP				●	●
	R3	Percentage of people 65+ admitted twice or more as an emergency who have not had an assessment.						●
Moving Services closer to users/ Patients	BC1	Shift in balance of care from institutional to 'home based' care. (1% budget reinvestment)	DOM	●	●	●		●
	BC2	To achieve a level of 30% of people 65+ with intensive needs receiving care at home by 2010.	OP			●		●
	BC3	831 of service users 65+ will receive personal care at home compared to 791 for 2008/09.	OP			●		●