

# ADULT SERVICES SUMMARY MANAGEMENT INFORMATION REPORT DATA FOR AUGUST / SEPTEMBER 2018

## HEADLINE REPORT



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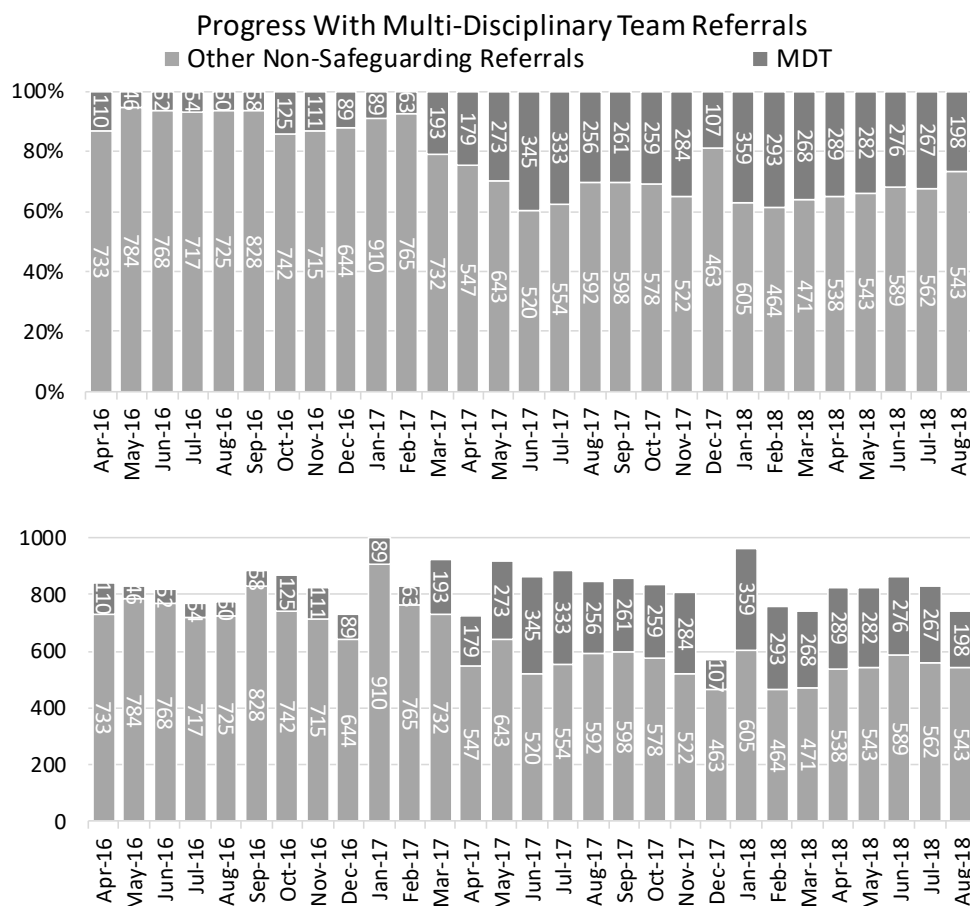
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# Adult Services Performance Headlines

## Common Access Point

The service has been piloting various ways of delivering an effective Multi-Disciplinary Team (MDT) approach, in line with the Western Bay 'optimal model'. In April 2016, 13% of enquiries came in via the Common Access Point growing to 40% by June 2017.

The new pathway through the Common Access Point / MDT introduced in December 2017 increased the numbers screened by MDT but we will need to explore reasons for a lower than anticipated proportion progressing via MDT.

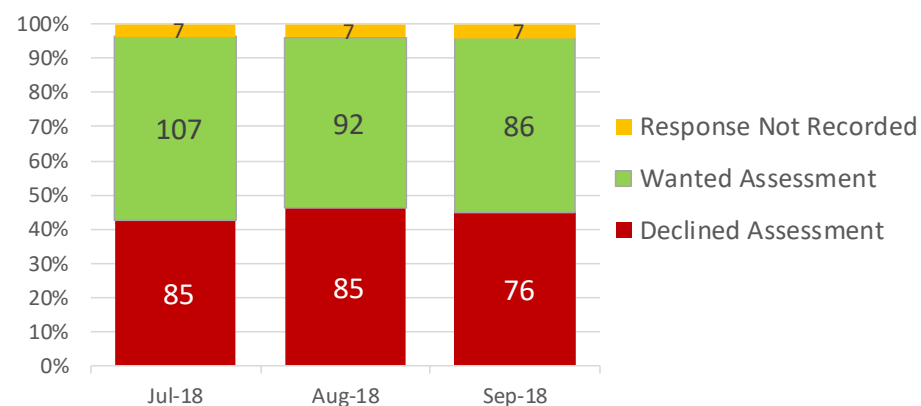


## Carers Identified and Whether Wanted Carer Assessment

The number of carers identified had been broadly lower since April 2016. Changes to Paris have improved these numbers in 2018/19. Additional changes in the Paris system will further improve the recording of offer of carer assessment.

Since July 2018, those wanting carers assessment have represented at least half of those offered an assessment. This reverses the historic position where majority did not wish to receive a separate carer assessment.

Month	Jul-18	Aug-18	Sep-18	Month Trend	Direction of Travel
<b>Identified Carers</b>	<b>224</b>	<b>207</b>	<b>183</b>	↓	High
<b>Offered Assessment</b>	199	184	169	↓	High
<i>% offered assessment</i>	88.8%	88.9%	92.3%	↑	High
Declined Assessment	85	85	76	↑	Low
<i>% declined assessment</i>	42.7%	46.2%	45.0%	↑	Low
Wanted Assessment	107	92	86	↓	High
<i>% wanted assessment</i>	53.8%	50.0%	50.9%	↑	High
Response Not Recorded	7	7	7	→	Low
<i>% response not recorded</i>	3.5%	3.8%	4.1%	↓	Low
<b>Received Carers Assessment / Review</b>	43	46	52	↑	High



## Adult Services Performance Headlines

### Long-Term Domiciliary Care

The most significant area of concern continues to be the difficulties within the care market which continue to have an impact on the timeliness with which we can start new packages of care.

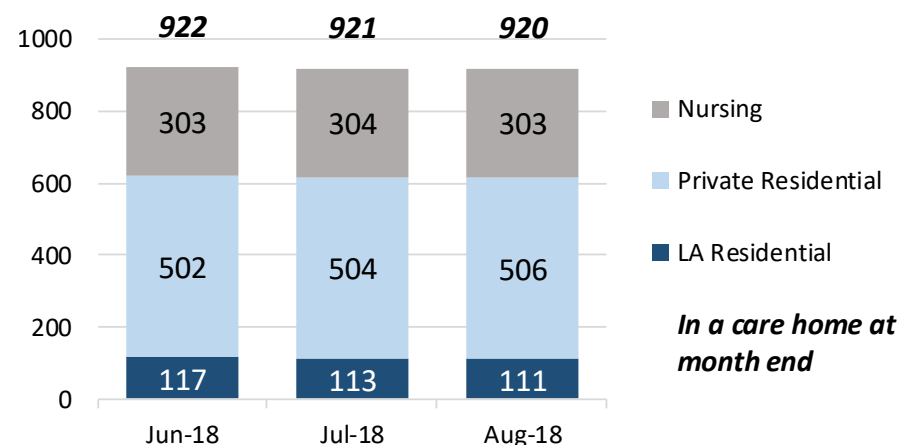
Month	Jun-18	Jul-18	Aug-18	Month Trend	Direction of Travel
<b>New starters</b>	<b>63</b>	<b>42</b>	<b>28</b>	↑	Low
Of which:					
In-house	5	11	7	↑	Low
External	58	31	21	↑	Low
% internal	7.9%	26.2%	25.0%	↑	Low
<b>Receiving Care at Month End</b>	<b>1,232</b>	<b>1,243</b>	<b>1,260</b>	↓	Low
Of which:					
In-house	99	105	102	↑	Low
External	1,133	1,138	1,158	↓	Low
% internal	8.0%	8.4%	8.1%	↑	Low
<b>Hours Delivered in Month</b>	<b>61,546</b>	<b>63,842</b>	<b>62,861</b>	↑	Low
Of which:					
In-house	5,736	6,007	5,929	↑	Low
External	55,810	57,834	56,933	↑	Low
% internal	9.3%	9.4%	9.4%	↓	Low
<b>Average Weekly Hours</b>	<b>11.5</b>	<b>11.6</b>	<b>11.4</b>	↑	Low
Of which:					
In-house	13.5	12.9	13.1	↓	Low
External	11.4	11.5	11.2	↑	Low

### Residential Care for Older People

The numbers being admitted to residential care are relatively higher than was anticipated by the Western Bay intermediate care modelling work. For sustainable operation, admissions need to be under [30] each month. There have been some improvements in recent months with reductions in admissions July– August.

Permanent Residential Care for People Aged 65+	Jun-18	Jul-18	Aug-18	Month Trend	Direction of Travel
<b>Admissions</b>	33	20	23	↓	Low
<b>Discharges</b>	25	23	27	↑	High
<b>In a care home at month end</b>	922	921	920	↑	Low
Of which:					
LA Residential	117	113	111	↑	Low
Private Residential	502	504	506	↓	Low
Nursing	303	304	303	↑	Low

**People in Place in Residential / Nursing Care**



# Adult Services Performance Headlines

## Reviews of Allocated Clients

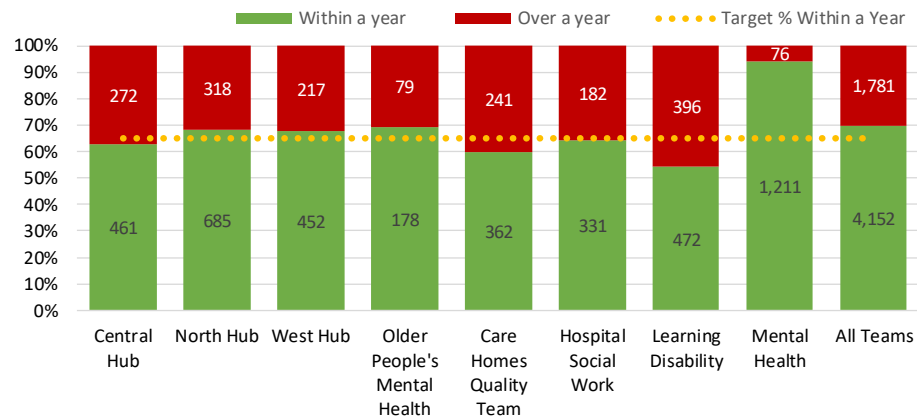
Routine reviewing and re-assessing of clients receiving a package of care is a significant social services requirement.

### End of September 2018

Mental Health Services are now achieving over 90% compliance and improving. Learning Disability Services continue to make significant improvements in reviewing clients since May 2018, as have CHQT.

Number of Allocated Social Work / Review Cases & Time Since Most Recent Assessment of Need	Most Recent Assessment Within a Year		Most Recent Assessment Over a Year	
	Number of Clients	% of Clients	Number of Clients	% of Clients
Team				
Central Hub	461	62.9%	272	37.1%
North Hub	685	68.3%	318	31.7%
West Hub	452	67.6%	217	32.4%
Older People's MH Team	178	69.3%	79	30.7%
Care Homes Quality Team	362	60.0%	241	40.0%
Hospital Social Work	331	64.5%	182	35.5%
Learning Disability	472	54.4%	396	45.6%
Mental Health	1,211	94.1%	76	5.9%
All Teams Sep 2018	4,152	70.0%	1,781	30.0%

Allocated Clients Most Recent Assessment: Sep 2018

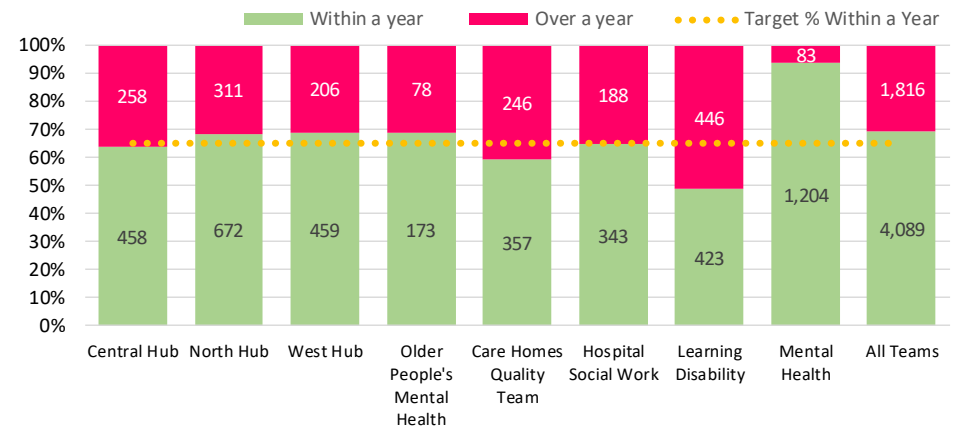


We will continue to focus on progress in reviewing clients, setting targets for improvement. For September 2018, this is the first time we have attained 70% in some years

### End of August 2018

Number of Allocated Social Work / Review Cases & Time Since Most Recent Assessment of Need	Most Recent Assessment Within a Year		Most Recent Assessment Over a Year	
	Number of Clients	% of Clients	Number of Clients	% of Clients
Team				
Central Hub	458	64.0%	258	36.0%
North Hub	672	68.4%	311	31.6%
West Hub	459	69.0%	206	31.0%
Older People's MH Team	173	68.9%	78	31.1%
Care Homes Quality Team	357	59.2%	246	40.8%
Hospital Social Work	343	64.6%	188	35.4%
Learning Disability	423	48.7%	446	51.3%
Mental Health	1,204	93.6%	83	6.4%
All Teams Aug 2018	4,089	69.2%	1,816	30.8%

Allocated Clients Most Recent Assessment: August 2018



# Adult Services Performance Headlines

## Effectiveness of Reablement

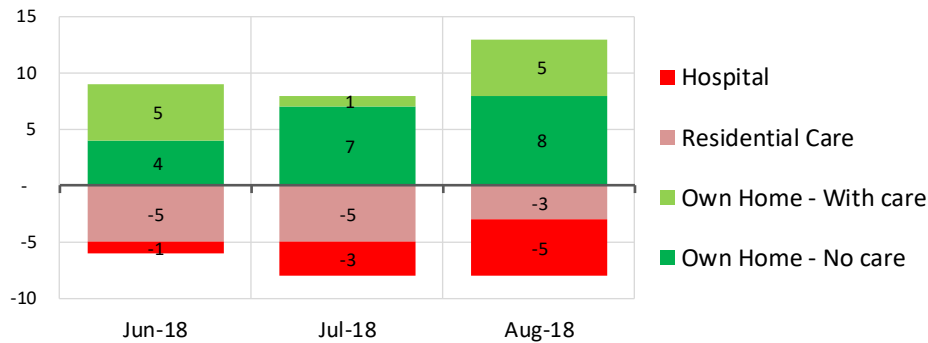
### Residential Reablement

The residential reablement service continues to provide effective reablement: the majority of people go home rather than to institutional care. The length of stay improved to 37 days, possibly because many did not require ongoing care.

During each of July and August 2018, 8 people exited to hospital or residential care, which are higher numbers than usual.

Leaving Residential Reablement	Jun-18	Jul-18	Aug-18	Month Trend	Direction of Travel
<b>Left Residential Reablement</b>	<b>15</b>	<b>16</b>	<b>21</b>	↑	High
Of which					
Own Home - No care	4	7	8	↑	High
Own Home - With care	5	1	5	↑	High
Residential Care	- 5	- 5	- 3	↑	High
Hospital	- 1	- 3	- 5	↓	High
Deceased	-	-	-	→	Low
<i>% went home</i>	<i>60.0%</i>	<i>50.0%</i>	<i>61.9%</i>	↑	High
<b>Average Length of Stay (Days)</b>	<b>43.2</b>	<b>39.3</b>	<b>36.7</b>	↑	Low

Status Leaving Residential Reablement



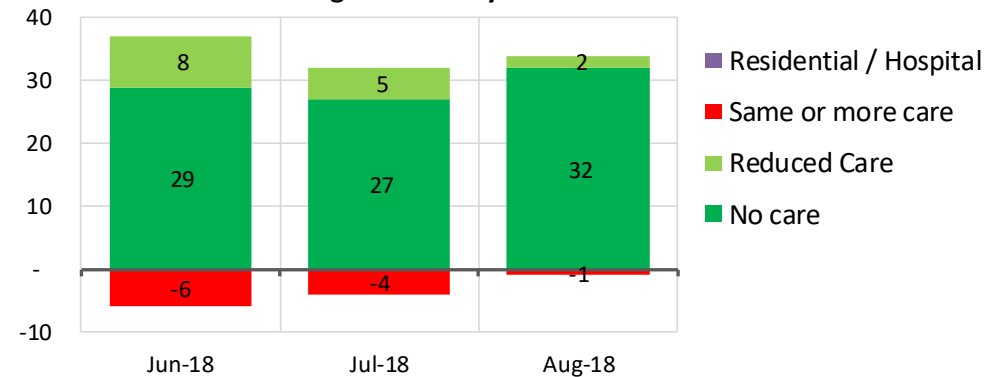
### Community Reablement

The data on community reablement is unfortunately not as robust as data relating to residential reablement and we will be taking action to improve the data quality, coverage and completeness.

The average length of service reduced during August 2018 and there were further improvements to the proportion ending community reablement with less or no ongoing care.

Leaving Community Reablement	Jun-18	Jul-18	Aug-18	Month Trend	Direction of Travel
<b>Left Community Reablement</b>	<b>43</b>	<b>36</b>	<b>35</b>	↓	High
Of which					
No care	29	27	32	↑	High
Reduced Care	8	5	2	↓	High
Same or more care	- 6	- 4	- 1	↓	Low
Residential / Hospital	-	-	-	→	Low
Other	-	-	-	→	Low
<i>% reduced / no care</i>	<i>86.0%</i>	<i>88.9%</i>	<i>97.1%</i>	↑	High
<b>Average Days in Service</b>	<b>61.2</b>	<b>46.5</b>	<b>37.4</b>	↑	Low

Status Leaving Community Reablement



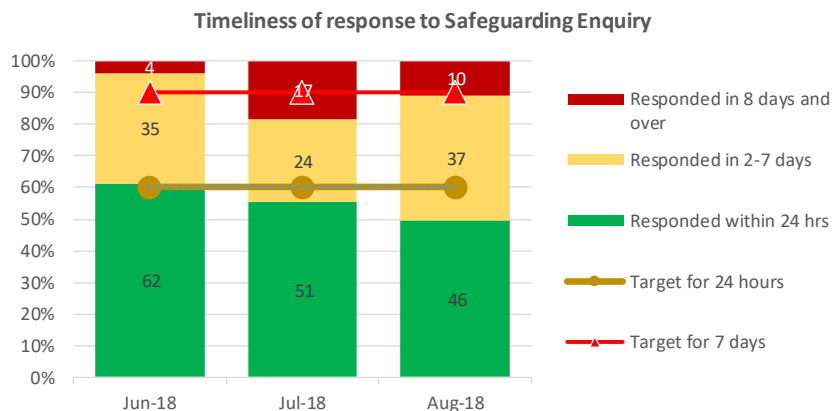
# Adult Services Performance Headlines

## Timeliness of Response to Safeguarding Issues

We have been broadly meeting targets for timely response to safeguarding enquiries. However, in August 2018, targets were not met on either the 24 hours or 7 days decision time. We will monitor this.

We will maintain focus on swift responses to safeguarding enquiries. We continue to seek ways to improve the quality of enquiries so that a larger proportion meet the threshold for investigation.

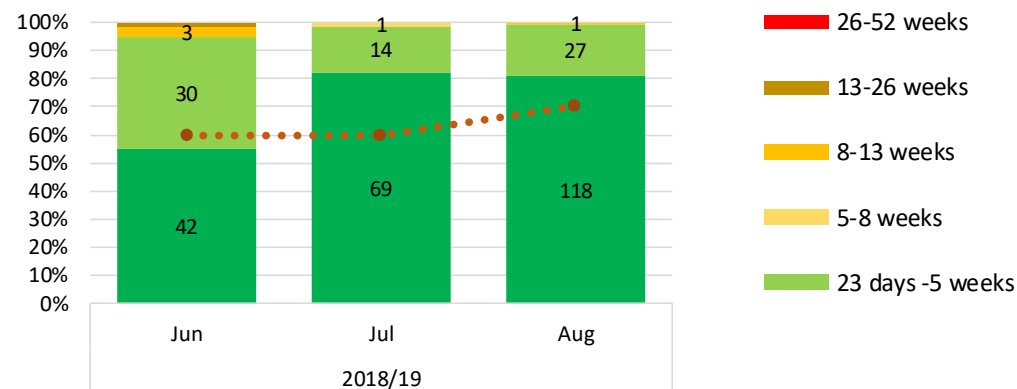
Month	Jun-18	Jul-18	Aug-18	Month Trend	Direction of Travel
<b>Enquiries Received</b>	<b>118</b>	<b>128</b>	<b>97</b>	↓	High
<b>Timeliness of Response</b>					
Responded within 24 hrs	62	51	46	↓	High
% responded within 24 hrs	61.4%	40.5%	49.5%	↑	High
Responded within 7 days	97	109	83	↓	High
% responded within 7 days	96.0%	86.5%	89.2%	↑	High
Responded over 7 days	4	17	10	↑	Low
<b>Awaiting response</b>	<b>17</b>	<b>2</b>	<b>4</b>	↓	Low
% awaiting response	14.4%	1.6%	4.1%	↓	Low
<b>Outcome</b>					
<b>Thresholds</b>	<b>118</b>	<b>127</b>	<b>100</b>	↓	High
Threshold Met	39	41	33	↓	High
% Threshold met	33.1%	32.3%	33.0%	↑	High
Threshold Not Met	45	75	47	↑	Low
% Threshold not met	38.1%	59.1%	47.0%	↑	Low



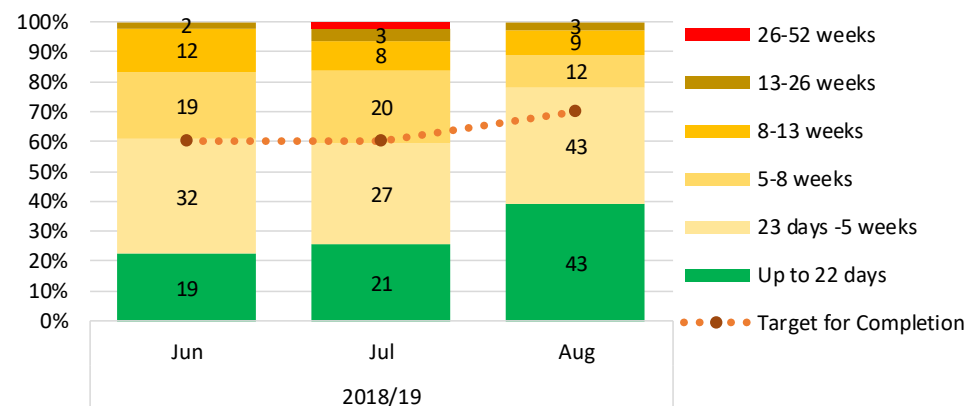
## Timeliness of Deprivation of Liberty Assessments

For 2018/19 a more challenging target of 70% of assessments completed within 22 days has been set. There is a specific issue with timeliness for the majority of BIA assessments. The establishment of new working arrangements is expected to improve this performance and early results do show improvements in August.

Timely Completion of Doctor Assessments



Timely Completion of BIA Assessments



## Adult Services Performance Headlines

### Delayed Transfers of Care (DToCs)

The impact of the domiciliary care market issues is that it is harder to set care up for people. This has an impact on people waiting in hospital and is evidenced by recent DToCs data.

There was a significant increase of delayed transfers from hospital due to delays in setting up home care packages in August and September 2017. This eased in the months from October 2017 onwards, but remains above historic levels. For September 2018, we do see a smaller number of delays to starting packages of care.

Delayed Transfers	Jul-18	Aug-18	Sep-18	Month Trend	Direction of Travel
<b>Total Delays</b>	<b>33</b>	<b>37</b>	<b>38</b>	↓	Low
Of which					
Health / Other Reasons	18	21	26	↓	Low
Social Services Reasons	15	16	11	↑	Low
<i>% social services</i>	<i>45.5%</i>	<i>43.2%</i>	<i>28.9%</i>	↑	<i>Low</i>
<b>Awaiting Package of Care</b>	6	11	7	↑	Low
<i>% of Social Services Reasons</i>	<i>40.0%</i>	<i>68.8%</i>	<i>63.6%</i>	↑	<i>Low</i>

