ADULT SERVICES SUMMARY MANAGEMENT INFORMATION HEADLINE REPORT

DATA FOR OCTOBER / NOVEMBER 2019

Cyngor **Abertawe**
Swansea Council

Contents

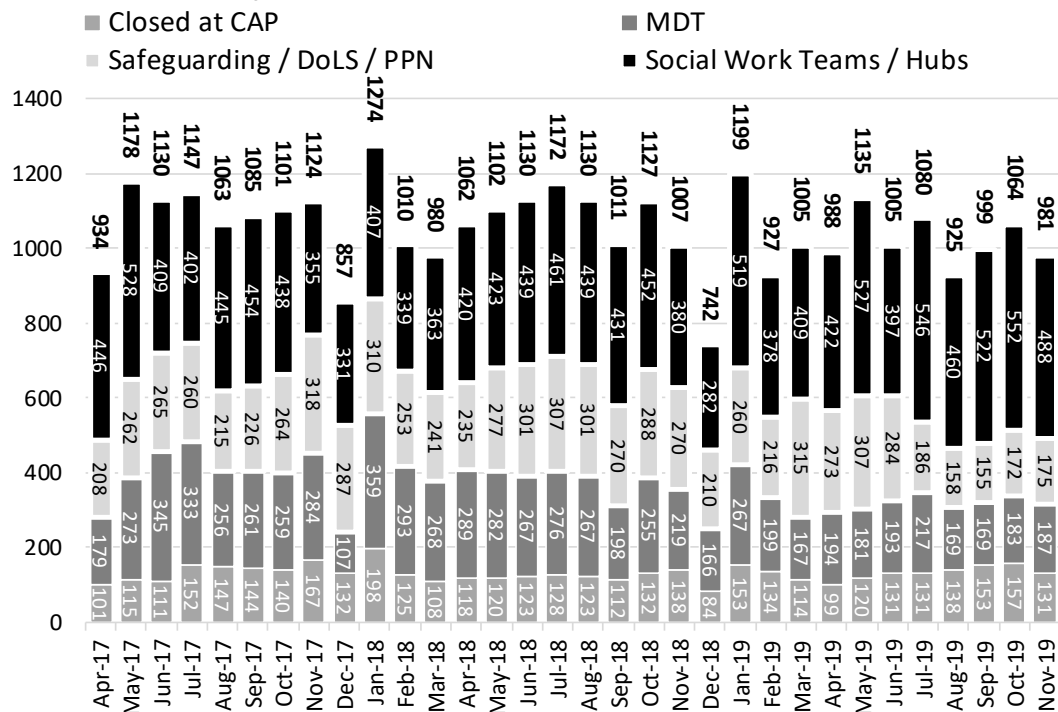## Contents

Common Access Point

The service has been piloting various ways of delivering an effective Multi-Disciplinary Team (MDT) approach, in line with the West Glamorgan 'optimal model'.

Further information appears in the main report on page 5.

Enquiries Created At Common Access Point

Legend:
- Closed at CAP
- Safeguarding / DoLS / PPN
- MDT
- Social Work Teams / Hubs

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 usually represented at least half of those offered an assessment. This reverses the historic position where a majority did not wish to receive a separate carer assessment.

Month	Sep-19	Oct-19	Nov-19
Identified Carers	**145**	**199**	**163**
Offered Assessment	**143**	**180**	**150**
% offered assessment	*98.6%*	*90.5%*	*92.0%*
Declined Assessment	60	81	64
% declined assessment	*42.0%*	*45.0%*	*42.7%*
Wanted Assessment	69	91	84
% wanted assessment	*48.3%*	*50.6%*	*56.0%*
Response Not Recorded	14	8	2
% response not recorded	*9.8%*	*4.4%*	*1.3%*
Received Carers Assessment / Review	47	57	51

Whether Carer Wanted Assessment (number)
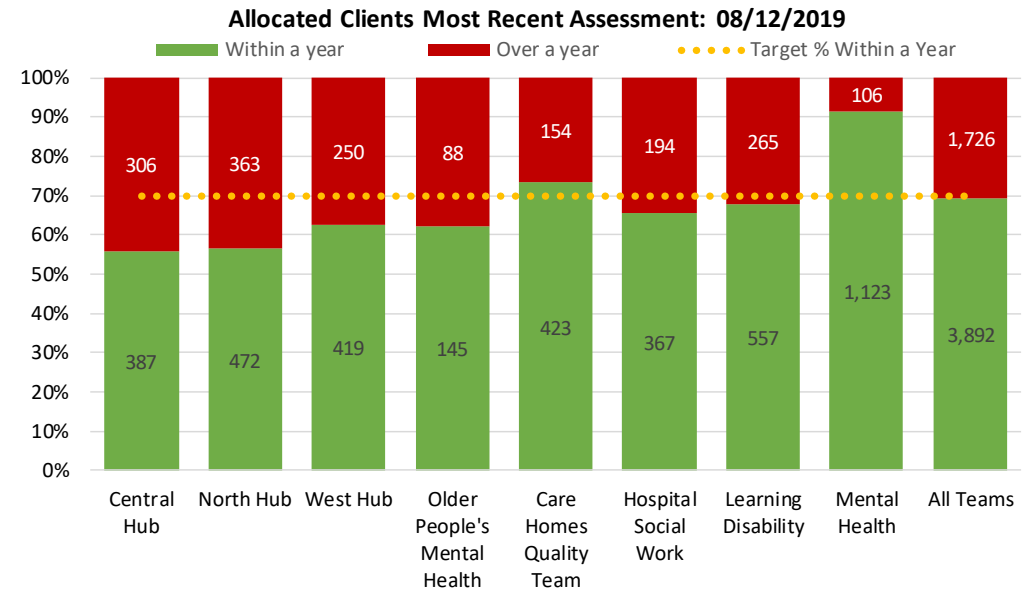

Legend:
- Response Not Recorded
- Declined Assessment
- Wanted Assessment
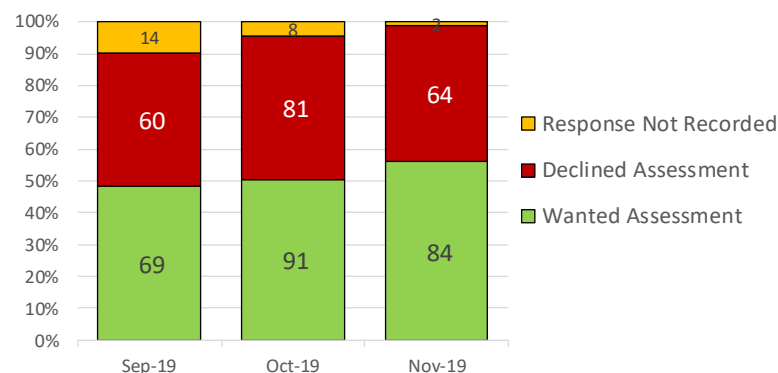
Reviews of Allocated Clients

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

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

We will continue to focus on progress in reviewing clients, setting targets for improvement.

Allocated Clients Most Recent Assessment: 08/12/2019

Legend: Within a year (green) | Over a year (red) | Target % Within a Year (dotted)

	Jul-19		Aug-19		Sep-19		Oct-19		Nov-19	
When most recent assessment took place:	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year
Central Hub	400	315	405	291	392	329	388	308	387	306
North Hub	492	389	496	379	471	419	478	367	472	363
West Hub	414	257	420	250	416	262	429	246	419	250
Older People's MH Team	167	77	166	71	148	85	148	82	145	88
Care Homes Quality Team	402	152	411	144	421	168	431	152	423	154
Hospital Social Work	341	183	365	178	339	193	366	184	367	194
Learning Disability	272	302	357	88	77	40	546	264	557	265
Mental Health	1,087	151	1,127	113	1,099	128	1,100	128	1,123	106
Total	**3,574**	**1,826**	**3,746**	**1,514**	**3,361**	**1,624**	**3,885**	**1,731**	**3,892**	**1,726**

Effectiveness of Reablement

Residential Reablement

During October and November 2019 combined reablement services had an overall percentage of 80% of people returning to their own homes, independently and with care packages. Bonymaen House discharges over this period were 78% returned home. From Ty Waunarlwydd 100% discharges went home although numbers were very low.

Further information appears in the main report on pages 24-26.

Leaving Residential Reablement	Oct-19		Nov-19		Desired Direction of Travel
	BH	TW	BH	TW	
Left Residential Reablement	17	2	15	0	High
Of Which					
Own Home - no care	8	2	7		High
Own Home - with care	6		5		High
Residential/ Nursing Care / Family	-1		-2		Low
Hospital	-1		-1		Low
Deceased					--
Unknown Destination	-1				
% Went home	**82%**	**100%**	**80%**		**High**
Average Length of Stay	**38**	**25**	**25**		**Low**

Status Leaving Residential Reablement

Community Reablement

The data on community reablement is now stable and reporting is consistent as it is possible to be following planned system changes intended to deliver better quality and consistent information.

The following averages relate to the period since April 2017:

Average Admissions Per Month	Average Discharges per Month
46.9	56.8

Further information appears in the main report on pages 20-23.

Leaving Community Reablement	Sep-19	Oct-19	Nov-19	Desired Direction of Travel
Started Community Reablment	**34**	**43**	**41**	High
Received Community During Month	**99**	**105**	**128**	High
Left Community Reablement	**41**	**42**	**50**	High
Of those who left, outcome was:				
No care	30	32	33	High
Reduced Care				High
Same or more care		- 4	- 1	Low
Residential / Hospital	- 11	- 5	- 12	Low
Other		- 1	- 4	Low
% reduced / no care	*73.2%*	*76.2%*	*66.0%*	*High*

Status Leaving Community Reablement
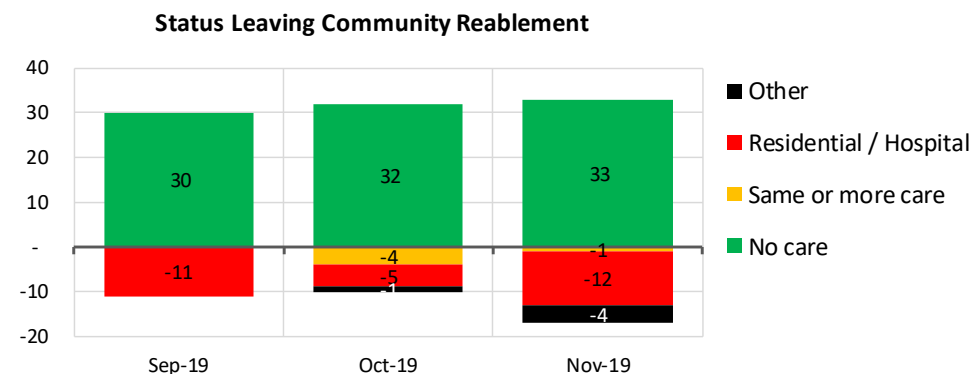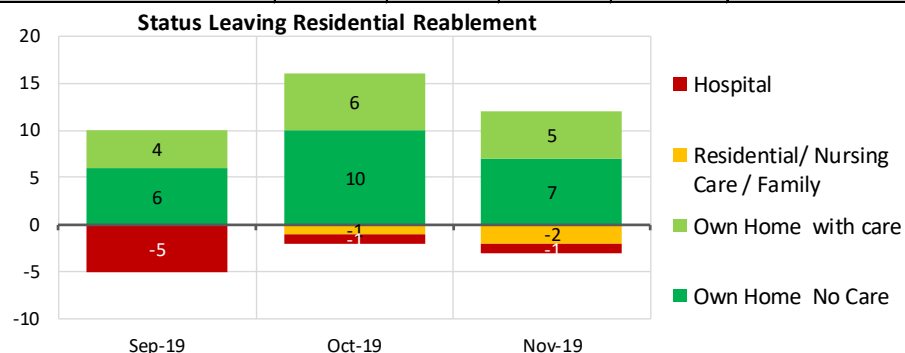
Long-Term Domiciliary Care

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.

System changes have led to discontinuity in reporting methods for the in-house service affecting data during the first half of 2019. We believe that the data is now stable and reporting is as consistent as it is possible to be.

The following averages relate to the period since April 2017:

Average Admissions Per Month	Average Discharges per Month
56.3	63.9

Further information appears in the main report on pages 32-35.

Month	Aug-19	Sep-19	Oct-19	Desired Direction of Travel
Leavers	52	73	59	Low
Of which				
In-house	5	9	8	Low
External	39	49	42	Low
Bridging	8	15	9	Low
% internal	*25.0%*	*32.9%*	*28.8%*	*Low*

| Month	Aug-19	Sep-19	Oct-19
New starters	54	64	59
Of which			
In-house	3	3	1
External	46	52	52
Bridging	5	9	6
% internal	*14.8%*	*18.8%*	*11.9%*
Receiving Care During Month	1,226	1,232	1,262
Of which:			
In-house	98	98	97
External	1,062	1,064	1,102
Bridging	66	70	63
% internal	*13.4%*	*13.6%*	*12.7%*
Hours Delivered in Month	74,597	75,825	78,839
Of which:			
In-house	7,948	7,248	6,911
External	64,687	66,933	70,211
Bridging	1,962	1,643	1,717
% internal	*13.3%*	*11.7%*	*10.9%*
Average Weekly Hours	13.74	14.36	14.11
Of which:			
In-house	18.3	17.3	16.1
External	13.8	14.7	14.4
Bridging	6.7	5.5	6.2

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.

Further information appears in the main report on page 9.

Delayed Transfers	Sep-19	Oct-19	Nov-19	Desired Direction
Total Delays	**59**	**57**	**42**	Low
Of which				
Health / Other Reasons	35	27	28	Low
Social Services Reasons	24	30	14	Low
% social services	*40.7%*	*52.6%*	*33.3%*	*Low*
Awaiting Package of Care	20	21	8	Low
% of Social Services Reasons	*83.3%*	*70.0%*	*57.1%*	*Low*

Delayed Transfers - Reason Type and Waiting for Care
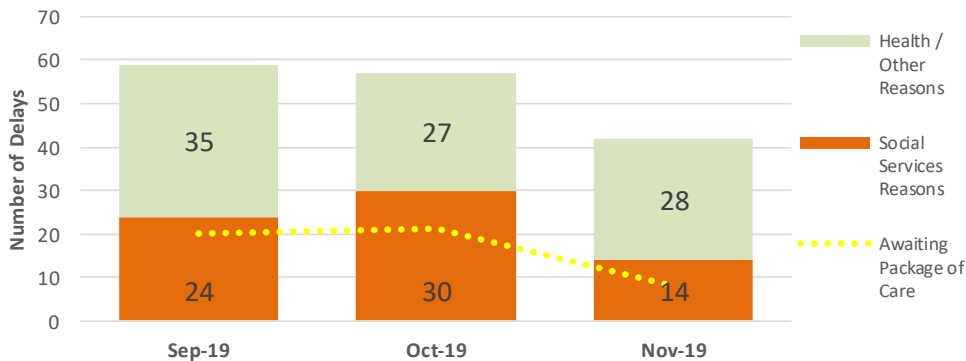
Residential Care for Older People

For sustainable operation, admissions need to be under 30 each month. There have been some improvements in recent months with reductions in admissions during Q4 2018/19 continuing into 2019/20.

The following averages relate to the period since April 2017:

Average Admissions Per Month	Average Discharges per Month
33.2	34.9

Further information appears in the main report on pages 28.

Permanent Residential Care for People Aged 65+	Aug-19	Sep-19	Oct-19
Admissions	23	27	25
Discharges	25	24	29
People in the Process of Transition	7	2	1
In a care home at month end	911	911	908
Of which:			
LA Residential	109	106	103
Private Residential	543	551	560
Nursing	259	254	245

People in Place in Residential / Nursing Care
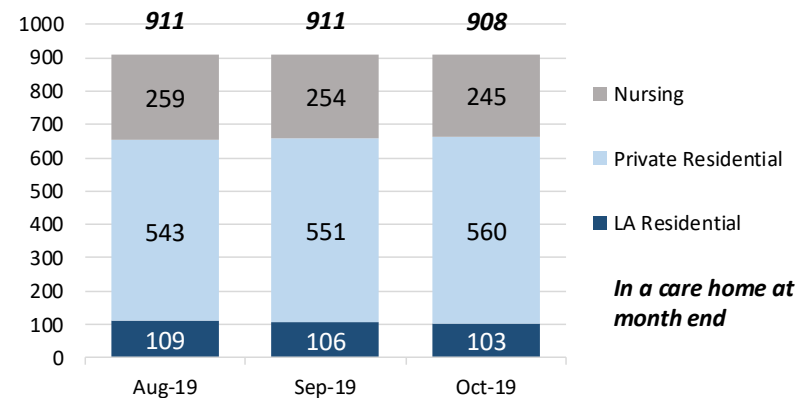
Timeliness of Response to Safeguarding Issues

Month	Sep-19	Oct-19	Nov-19	Desired Direction of Travel
Enquiries Received	**119**	**96**	**114**	High
Cases worked on during the month	**119**	**96**	**114**	High
Did not proceed to threshold	6	8	10	Low
% Did not proceed to threshold	*5.0%*	*8.3%*	*8.8%*	*Low*
Awaiting response	1	-	2	Low
% awaiting response	*0.8%*	*0.0%*	*1.8%*	*Low*
Thresholds Completed	**112**	**88**	**102**	**High**
Threshold completed % of Enquiries	*94.1%*	*91.7%*	*89.5%*	*High*
Timeliness of Thresholds Completed				
Responded within 24 hrs	58	45	46	High
% thresholds responded within 24 hrs	*51.8%*	*51.1%*	*45.1%*	*High*
Responded within 2-7 days	32	27	47	High
% thresholds responded within 2-7 days	*28.6%*	*30.7%*	*46.1%*	*High*
Responded over 7 days	22	16	9	Low
% thresholds responded over 7 days	*19.6%*	*18.2%*	*8.8%*	*Low*
Outcomes for Thresholds Completed	**112**	**88**	**102**	High
Threshold Met	36	29	27	High
% Threshold met	*32.1%*	*33.0%*	*26.5%*	*High*
Threshold Not Met	60	48	62	Low
% Threshold not met	*53.6%*	*54.5%*	*60.8%*	*Low*
Inappropriate to safeguarding	16	11	13	Low
% Inappropriate	*14.3%*	*12.5%*	*12.7%*	*Low*

Timeliness of response to Safeguarding Enquiry
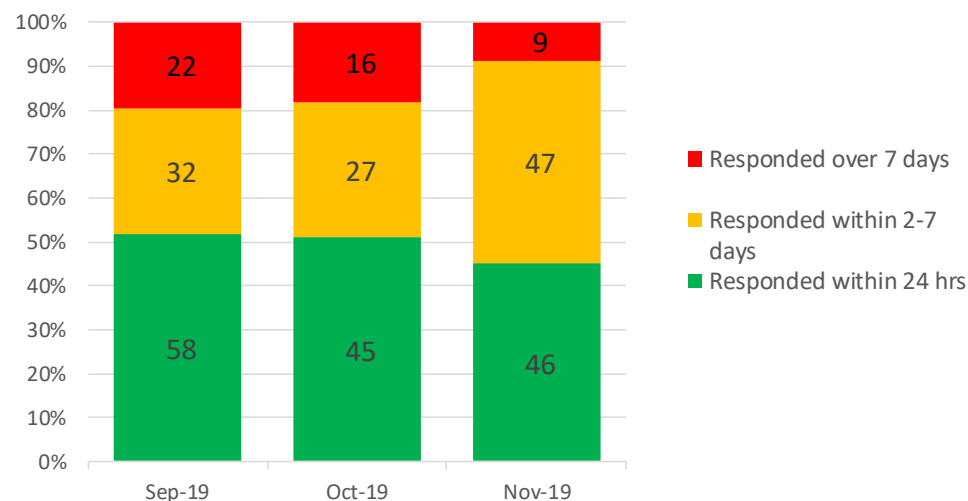
Performance on the proportion of referrals which received a threshold decision within 7 days in November 2019 was 91.2%. We will maintain focus on swift responses to safeguarding enquiries and seek to achieve and maintain performance of >90%.

26.5% of enquiries met threshold in November 2019, 60.8% did not meet threshold and 10.6% were awaiting a decision or closed at Intake / referred to health. We continue to seek ways to improve the quality of enquiries so that a larger proportion meet the threshold for investigations.

Further information appears in the main report on pages 37-40.

(N.B. Thresholds may take place in a different month to when enquiry received.)

Timeliness of Deprivation of Liberty Assessments

During 2018/19, a new DoLS Team was implemented. There was a specific issue with timeliness for the majority of BIA and SB assessments. The new working arrangements had shown an increase in performance in all areas in recent months. Unfortunately recent staffing issues have impacted on this since Spring 2019..

Related information appears in the main report on pages 41-42.

DoLS Backlog and New Referrals

Duty Desk Backlog — New Applications Received

Quarterly Best Interest Assessor Performance

Quarterly Signatory Body Performance