

Councillor Susan Jones
Convener, Adult Services Scrutiny Panel

(By Email)

Please ask for: Councillor Mark Child
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Our Ref: MC/WN
Your Ref:
Date: 12th April 2022

Dear Councillor Jones

Adult Services Panel 2 March 2022

Further to the Scrutiny Panel from 2nd March 2022 please see below a formal written response is to the requested:

- Detail to be provided to Panel of how many 'cohorts' were used to help shape the plans for Winter and what each cohort consisted of.
- Panel to see, if possible, either an early draft of the evaluation or an outline of the 'flying squad' pilot scheme being trialled plus the likely date when the draft evaluation might emerge. The Panel is especially interested to see how the client assessment process went and whether the 'flying squad' was able to reduce the use made of acute hospital assessment facilities.
- Inspection Report on Bonymaen House to be shared with the Panel.

The CIW Inspection report for Bonymaen was circulated to Panel members following Scrutiny.

Priority Population Groups (cohorts)

- Older people including people with dementia
- Children and young people with complex needs
- People with learning disabilities and neurodevelopmental conditions including autism
- Unpaid Carers
- People with emotional and mental health well-being needs

In designing each of the national models of integrated care, RPBs must consider how they will meet the specific needs of the above population groups. Some models of care will inevitably support some population groups more than others but most of the model should be developed to meet the needs of all of these population groups.

While these are our priority groups for ensuring we offer integrated care and support services it is recognized that there are other vulnerable population groups who may also benefit from these models of care. For example, homeless people may benefit from support available through community hubs. These priority groups have not been listed in order to exclude others in need who may also benefit from these models of care, but they are the primary beneficiaries for whom models of care should be designed and delivered.

Swansea Welfare Response Pilot

Background

Swansea Council currently externally commission the management of the call handling of all community alarm activations for Swansea clients.

The commissioned provider has expanded to offer a range of additional services including a Community Welfare Response. In January 2022, Adult Services commissioned the provider to run a Community Welfare Response pilot to the existing call handling contract. This pilot offered, where required, a physical response for the following activation types:

- **Assistance required** - non-medical emergency
- **No response** – the response will only be able to attend where a key safe is in situ
- **Ambulance required** - call will be triaged by call monitoring centre to ensure that an Ambulance is the most suitable escalation

Recorded named contacts for clients would still be contacted so as not to displace existing support networks, however the provider would be dispatched where contacts are unavailable or unable to attend

As part of the pilot, the following is provided:

- 24 hour, 7 days a week service, including Bank Holidays
- Triage and dispatch of staff to the agreed protocols by the call
- monitoring centre following activation of lifeline or sensors
- Single staffed call (unless client is flagged as a 2 to attend due to Manual Handling or highlighted risks)
- Home service only
- Vehicle – Provider marked
- Provide a basic clinical observation and triage to patients who have fallen
- Pro-active follow up call for fallers
- All IT and communication equipment
- No Conveyance of Patient
- If client requires hospital transfer, Community Response Officer will liaise with EMS to arrange
- All required equipment and consumables

Pilot Cohort:

The pilot was initially established for clients in 'zone 5' of Swansea: Pontarddulais, Penllergaer, Waunarlwydd, Grovesend, Dunvant, Gorseinon, Three Crosses, Lougher, Penclawdd, Crofty and Gowerton. This equates to 492 existing Careline clients.

The cohort was identified solely as a result of the providers base of operations being in Llanelli. During the pilot the provider has not recruited any additional response staff and therefore to ensure call out times within 1hr of activation the geographical position was crucial.

The pilot commenced on 1st February 2022 and commissioned to run up to and including the 30th of April 2022. For the first month required call outs were low and infrequent.

As a result, to ensure best value it was agreed to expand the cohort on 7th March to include clients residing in; 'Zone 3' of Swansea (Clase, Mansleton, Blaenymaes, Treboeth, Ravenhill, Fforest Fach, Ravenhill, Landore, Brynhyfred, Gendros and Portmead.)

These additional clients then brought the total pilot cohort to 922 across both areas.

The Swansea Community Alarms Service have informed all clients by letter of the enhanced service and purpose of the pilot.

Initial Response pilot call out data:

1st February – 25st March inclusive the provider attended the following call outs:

Reason	No. of call outs	% of total no. of call outs	Number of calls escalated to Emergency Services on site
Falls	16	80%	2
Welfare call	2	10%	
No Response	2	10%	1
Total	20		

As already noted, the first month of the pilot resulted in low numbers of call outs, however since expanding the Zone and providing further clarity and support to the call monitoring staff there has been some increase.

Across the 20 call outs response have attended site on average within 52 minutes and the data shows that there have been a number of calls due to a non-injurious fall with only 3 clients needing calls to be escalated to emergency services - one of which required the fire service to attend to gain access.

Next steps:

The demand is low for the service and at this stage does not clearly demonstrate the potential benefit of the enhanced service. The provider has agreed to extend the pilot period up to the end of May 22 due to the low response to date - at which point a full evaluation will be completed by the Service alongside the provider.

A Response Service will be considered as part of the wider Assistive Technology plans.

Yours sincerely



**Y CYNGHORYDD/COUNCILLOR MARK CHILD
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