

# **ADULT SERVICES SUMMARY MANAGEMENT INFORMATION REPORT DATA FOR NOVEMBER / DECEMBER 2017**

## **HEADLINE REPORT**



# Contents

---

## Contents

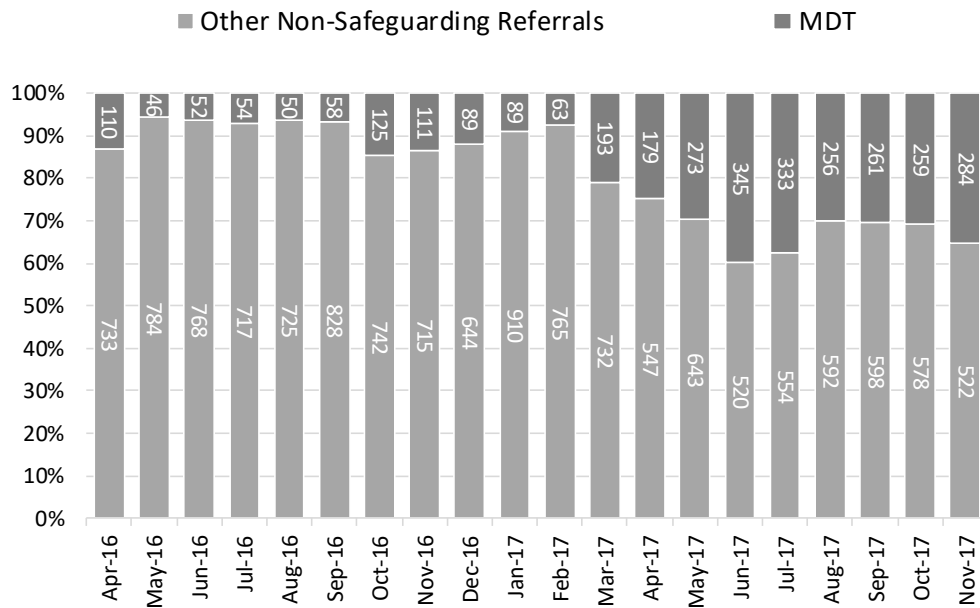
Contents.....	2
Common Access Point .....	3
Carers Identified and Whether Wanted Carer Assessment .....	3
Residential Care for Older People .....	4
Long-Term Domiciliary Care .....	4
Delayed Transfers of Care (DToCs).....	5
Reviews of Allocated Clients.....	5
Effectiveness of Reablement .....	6
<i>Residential Reablement</i> .....	6
<i>Community Reablement</i> .....	6
Timeliness of Response to Safeguarding Issues .....	7
Timeliness of Deprivation of Liberty Assessments .....	7

# 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. By June 2017, this proportion had increased to 40%. We want to continue to maintain and improve these higher numbers. A new pathway through the Common Access Point / MDT was introduced in December 2017 and should further increase the numbers screened by MDT.

Progress With Multi-Disciplinary Team Referrals



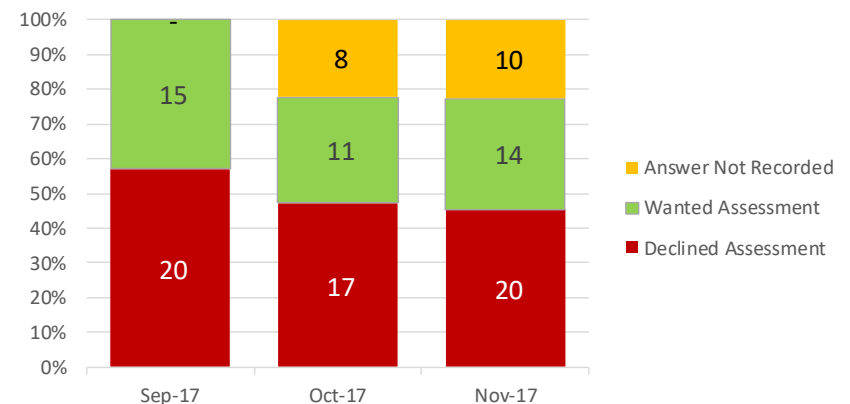
## Carers Identified and Whether Wanted Carer Assessment

The number of carers identified has been broadly lower since April 2016. Nonetheless, the proportion who do not wish to receive a separate carer assessment has remained steady and represents a small majority of carers.

The improvement (reduction) in the percentage of carers who declined assessment would appear to be due to the unusually high number of occasions on which the relevant data was not entered into the system.

Month	Sep-17	Oct-17	Nov-17	Month Trend	Direction of Travel
<b>Identified Carers</b>	<b>41</b>	<b>36</b>	<b>44</b>	↑	High
<b>Offered Assessment</b>	35	28	41	↑	High
<i>% offered assessment</i>	85.4%	77.8%	93.2%	↑	High
Declined Assessment	20	17	20	↓	Low
<i>% declined assessment</i>	57.1%	60.7%	48.8%	↑	Low
Wanted Assessment	15	11	14	↑	High
<i>% wanted assessment</i>	42.9%	39.3%	34.1%	↓	High
Response Not Recorded	-	8	10	↓	Low
<i>% response not recorded</i>	0.0%	28.6%	24.4%	↑	Low
<b>Received Carers Assessment / Review</b>	54	60	54	↓	High

Whether Carer Wanted Assessment



## 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	Sep-17	Oct-17	Nov-17	Month Trend	Direction of Travel
<b>New starters</b>	<b>47</b>	<b>56</b>	<b>51</b>	↑	Low
Of which					
In-house	6	11	19	↓	Low
External	41	40	32	↑	Low
% internal	12.8%	19.6%	37.3%	↓	Low
<b>Receiving Care at Month End</b>	<b>1,236</b>	<b>1,229</b>	<b>1,265</b>	↓	Low
Of which:					
In-house	125	115	124	↓	Low
External	1,111	1,114	1,141	↓	Low
% internal	10.1%	9.4%	9.8%	↓	Low
<b>Hours Delivered in Month</b>	<b>68,415</b>	<b>66,174</b>	<b>68,956</b>	↓	Low
Of which:					
In-house	6,868	6,118	5,326	↑	Low
External	61,547	60,055	63,630	↓	Low
% internal	10.0%	9.2%	7.7%	↑	Low
<b>Average Weekly Hours</b>	<b>12.9</b>	<b>12.2</b>	<b>12.7</b>	↓	Low
Of which:					
In-house	12.8	12.0	10.0	↑	Low
External	12.9	12.2	13.0	↓	Low

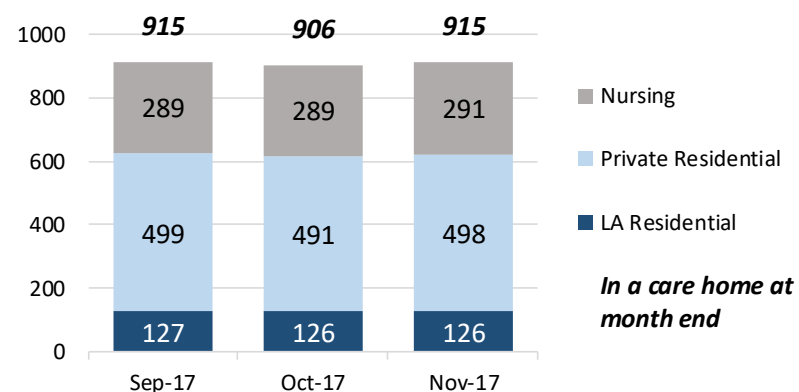
The average number of hours provided by the independent sector each month during 2014/15 was 58,000. We now see 64-68,000 as the norm. In the same year, in-house home care averaged 5,400 hrs/month. During 2016/17 the average increased to 7,000 - 8,000 hrs/month.

### 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. Some improvements in recent months.

Permanent Residential Care for People Aged 65+	Sep-17	Oct-17	Nov-17	Month Trend	Direction of Travel
<b>Admissions</b>	32	23	23	→	Low
<b>Discharges</b>	35	29	19	↓	High
<b>In a care home at month end</b>	915	906	915	↓	Low
Of which:					
LA Residential	127	126	126	→	Low
Private Residential	499	491	498	↓	Low
Nursing	289	289	291	↓	Low

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



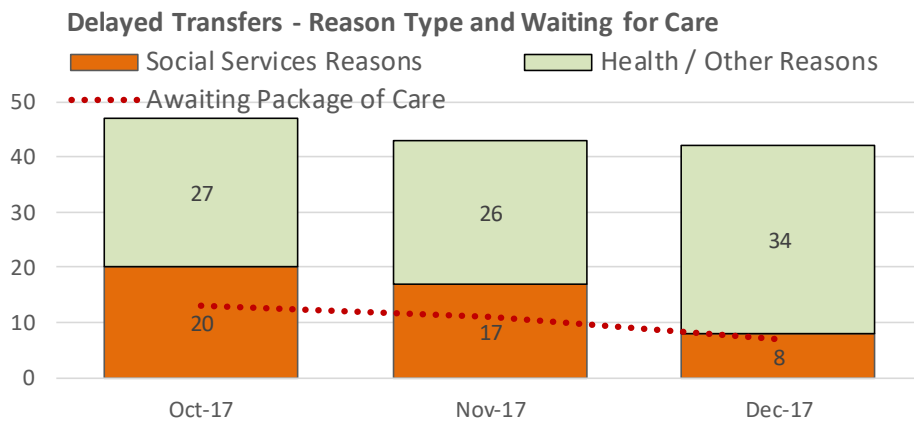
# Adult Services Performance Headlines

## 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 October, November & December 2017 but is still above historic levels.

Delayed Transfers	Oct-17	Nov-17	Dec-17	Month Trend
<b>Total Delays</b>	<b>47</b>	<b>43</b>	<b>42</b>	↑
Of which				
Health / Other Reasons	27	26	34	↓
Social Services Reasons	20	17	8	↑
% social services	42.6%	39.5%	19.0%	↑
<b>Awaiting Package of Care</b>	<b>13</b>	<b>11</b>	<b>7</b>	↑
% of Social Services Reasons	65.0%	64.7%	87.5%	↓

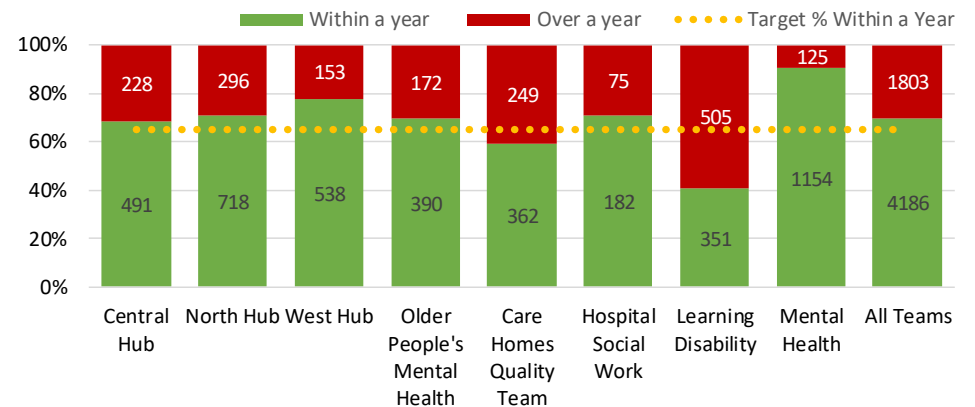


## Reviews of Allocated Clients

Routine reviewing and re-assessing of clients receiving a package of care is a significant requirement placed on social services department. We are working with the Learning Disability service to make progress in reviewing its clients, and we will be setting targets for improvement. We will also consider how to improve performance within CHQT particularly.

Team	Last Assessment Within a Year		Last Assessment Over a Year	
	Number of Clients	% of Clients	Number of Clients	% of Clients
Central Hub	491	68.3%	228	31.7%
North Hub	718	70.8%	296	29.2%
West Hub	538	77.9%	153	22.1%
Older People's MH Team	390	69.4%	172	30.6%
Care Homes Quality Team	362	59.2%	249	40.8%
Hospital Social Work	182	70.8%	75	29.2%
Learning Disability	351	41.0%	505	59.0%
Mental Health	1,154	90.2%	125	9.8%
<b>All Teams</b>	<b>4,186</b>	<b>69.9%</b>	<b>1,803</b>	<b>30.1%</b>

## Allocated Clients Latest Assessment



# Adult Services Performance Headlines

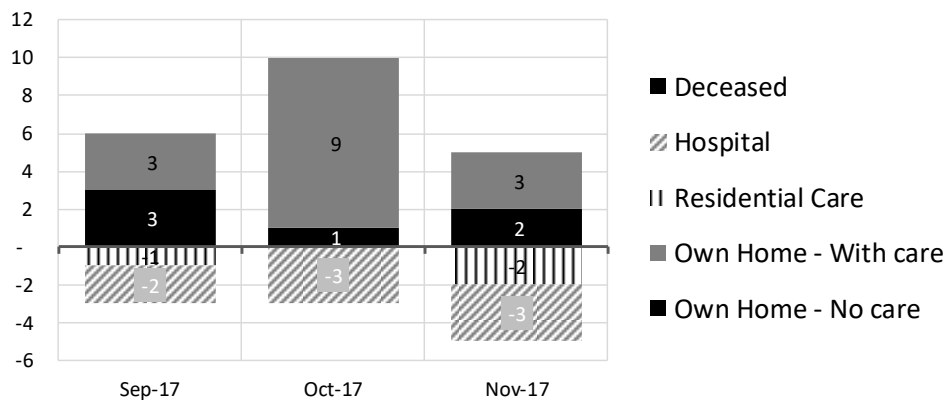
## Effectiveness of Reablement

### Residential Reablement

The residential reablement service continues to provide effective reablement and the majority of people go home rather than into institutional care. The increase in the length of stay should be noted as it may also reflect issues within the domiciliary care market, which a good proportion of clients require to move on. Reduction in length of stay in October 2017 was not sustained.

Leaving Residential Reablement	Sep-17	Oct-17	Nov-17	Month Trend	Direction of Travel	
<b>Left Residential Reablement</b>	<b>9</b>	<b>13</b>	<b>10</b>	↓	High	
Of which						
Own Home - No care	3	1	2	↑	High	
Own Home - With care	3	9	3	↓	High	
Residential Care	-	1	-	2	↑	Low
Hospital	-	2	-	3	→	Low
Deceased	-				→	Low
% went home	66.7%	76.9%	50.0%	↓	High	
<b>Average Length of Stay (Days)</b>	<b>34.5</b>	<b>26.5</b>	<b>34.6</b>	↓	Low	

Status Leaving Residential Reablement



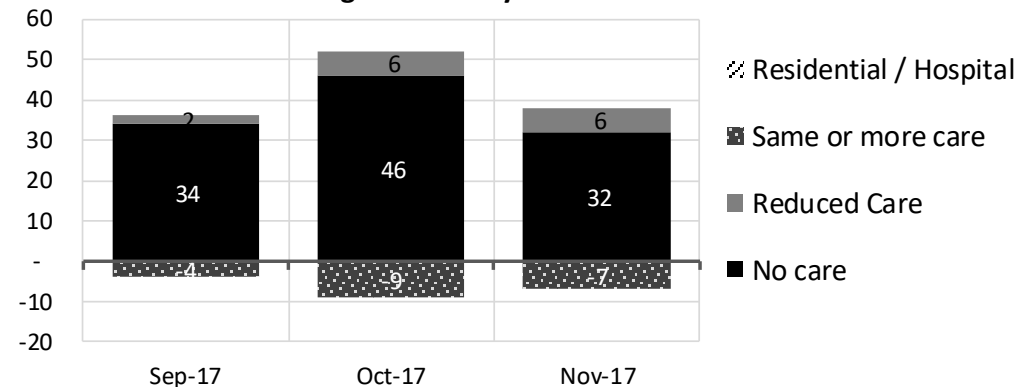
### Community Reablement

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.

Leaving Community Reablement	Sep-17	Oct-17	Nov-17	Month Trend	Direction of Travel	
<b>Left Community Reablement</b>	<b>41</b>	<b>61</b>	<b>45</b>	↓	High	
Of which						
No care	34	46	32	↓	High	
Reduced Care	2	6	6	→	High	
Same or more care	-	4	-	9	↓	Low
Residential / Hospital					→	Low
Other	-	1			→	Low
% reduced / no care	87.8%	85.2%	84.4%	↓	High	
<b>Average Days in Service</b>	<b>46.61</b>	<b>42.65</b>	<b>37.53</b>	↑	Low	

As with residential reablement, the increase in average length of service is also likely to be indicative of issues within the wider domiciliary care market. Improvements during November 2017 are welcome.

Status Leaving Community Reablement



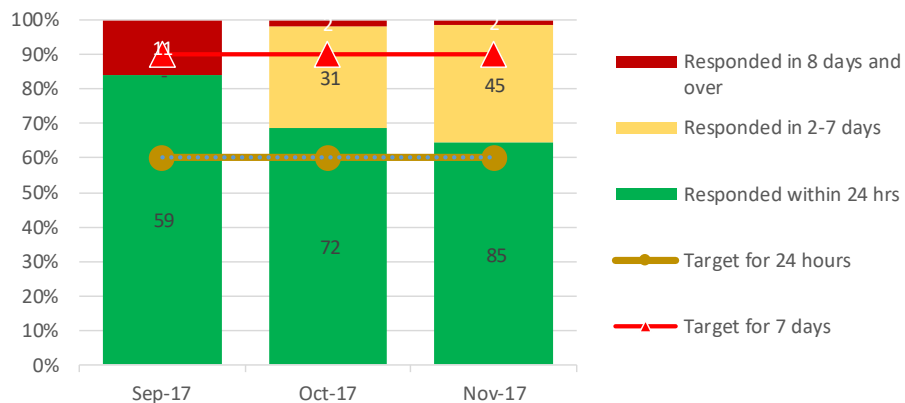
# Adult Services Performance Headlines

## Timeliness of Response to Safeguarding Issues

We are broadly meeting targets for timely response to safeguarding enquiries. Maintaining performance during October 2017 is an achievement as the number of enquiries was high. We continue to seek ways to improve the quality of enquiries so that a larger proportion are thresholded.

Month	Sep-17	Oct-17	Nov-17	Month Trend	Direction of Travel
<b>Enquiries Received</b>	<b>92</b>	<b>123</b>	<b>119</b>	↓	High
<b>Timeliness of Response</b>					
Responded within 24 hrs	59	72	85	↑	High
% responded within 24 hrs	64.1%	58.5%	71.4%	↑	High
Responded within 7 days	90	117	117	→	High
% responded within 7 days	97.8%	95.1%	98.3%	↑	High
Responded over 7 days	2	2	1	↑	Low
<b>Awaiting response</b>	-	4	1	↑	Low
% awaiting response	0.0%	3.3%	0.8%	↑	Low
<b>Outcome</b>					
<b>Thresholds</b>	<b>98</b>	<b>137</b>	<b>134</b>	↓	High
Threshold Met	40	61	42	↓	High
% Threshold met	40.8%	44.5%	31.3%	↓	High
Threshold Not Met	50	53	72	↓	Low
% Threshold met	51.0%	38.7%	53.7%	↓	Low

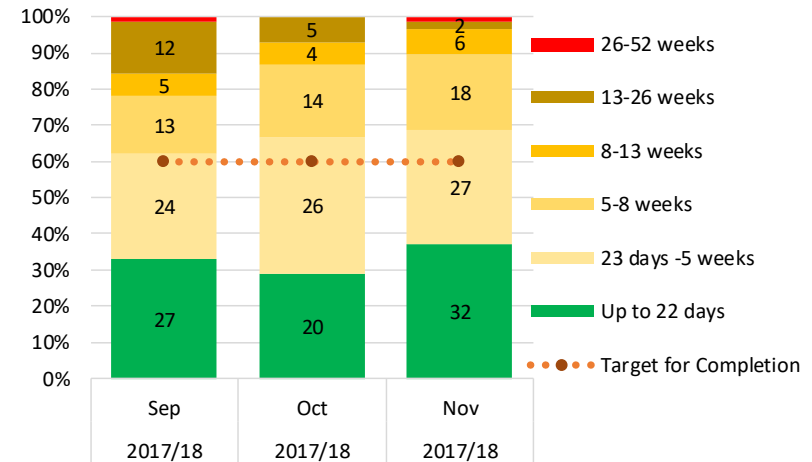
Timeliness of response to Safeguarding Enquiry



## Timeliness of Deprivation of Liberty Assessments

While the overall completion rate for DoLS assessments is just below target, this masks that there is a specific issue with timeliness for the majority of BIA assessments.

Timely Completion of BIA Assessments



Timely Completion of Doctors' Assessments

