

# **ADULT SERVICES SUMMARY MANAGEMENT INFORMATION REPORT DATA FOR MARCH / APRIL 2018**

## HEADLINE REPORT



# Contents

---

## Contents

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

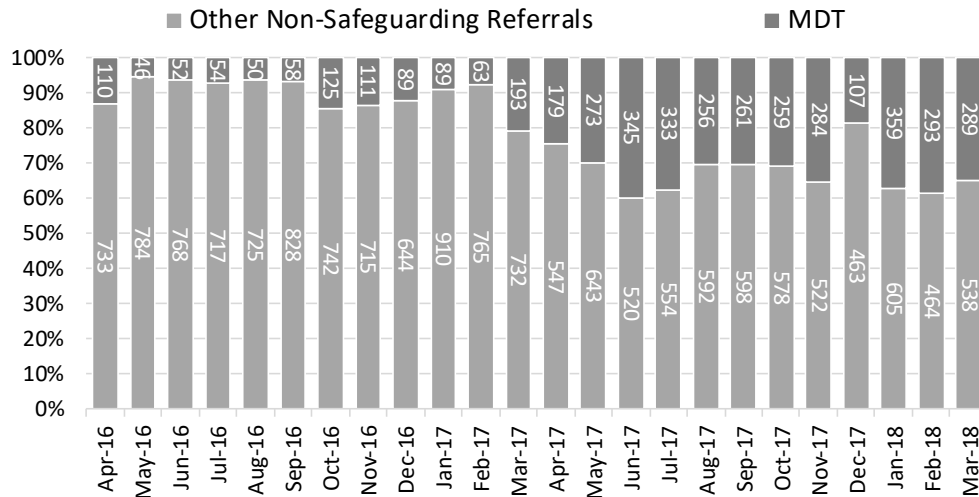
# Adult Services Performance Headlines

## 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%.

A new pathway through the Common Access Point / MDT was introduced in December 2017 and is continuing to increase the numbers screened by MDT. We are currently developing the means to report on this revised 'front door' approach. Once data is sufficiently tested we will add data to this report and the main report.

Progress With Multi-Disciplinary Team Referrals

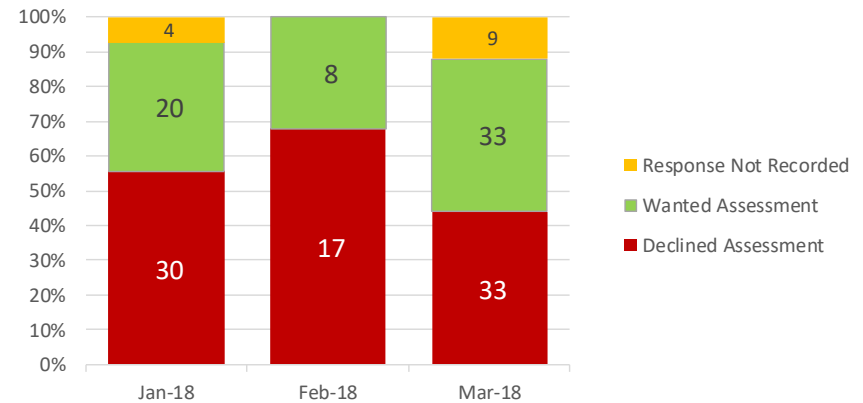


## Carers Identified and Whether Wanted Carer Assessment

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 number of carers assessments being completed fell in February but recovered in March 2018.

Month	Jan-18	Feb-18	Mar-18	Month Trend	Direction of Travel
<b>Identified Carers</b>	<b>61</b>	<b>37</b>	<b>75</b>	↑	High
<b>Offered Assessment</b>	54	25	66	↑	High
<i>% offered assessment</i>	88.5%	67.6%	88.0%	↑	High
Declined Assessment	30	17	33	↓	Low
<i>% declined assessment</i>	55.6%	68.0%	50.0%	↑	Low
Wanted Assessment	20	8	33	↑	High
<i>% wanted assessment</i>	37.0%	32.0%	50.0%	↑	High
Response Not Recorded	4	-	9	↓	Low
<i>% response not recorded</i>	7.4%	0.0%	13.6%	↓	Low
<b>Received Carers Assessment / Review</b>	<b>68</b>	<b>45</b>	<b>57</b>	↑	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.

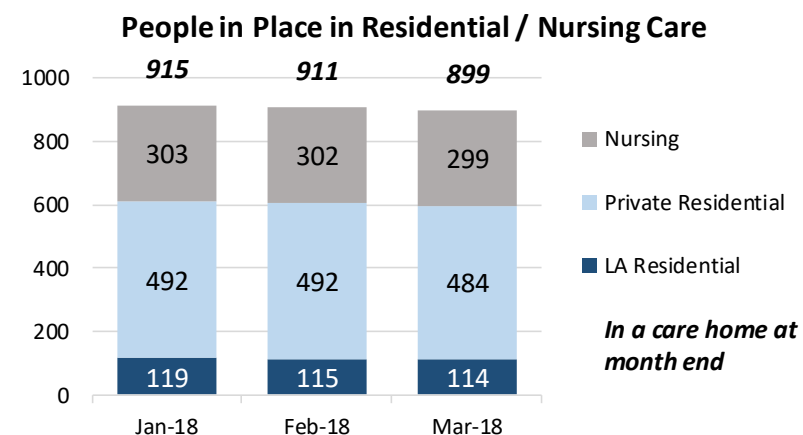
Month	Jan-18	Feb-18	Mar-18	Month Trend	Direction of Travel
<b>New starters</b>	<b>63</b>	<b>70</b>	<b>58</b>	↑	Low
Of which:					
In-house	13	10	14	↓	Low
External	50	60	44	↑	Low
% internal	20.6%	14.3%	24.1%	↓	Low
<b>Receiving Care at Month End</b>	<b>1,201</b>	<b>1,207</b>	<b>1,239</b>	↓	Low
Of which:					
In-house	114	104	110	↓	Low
External	1,087	1,103	1,129	↓	Low
% internal	9.5%	8.6%	8.9%	↓	Low
<b>Hours Delivered in Month</b>	<b>62,881</b>	<b>57,443</b>	<b>64,317</b>	↓	Low
Of which:					
In-house	5,495	4,876	5,781	↓	Low
External	57,386	52,567	58,536	↓	Low
% internal	8.7%	8.5%	9.0%	↓	Low
<b>Average Weekly Hours</b>	<b>11.8</b>	<b>11.9</b>	<b>11.7</b>	↑	Low
Of which:					
In-house	11.0	11.7	11.9	↓	Low
External	11.9	11.9	11.7	↑	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. There have been some improvements in recent months, but February and March admissions increased.

Permanent Residential Care for People Aged 65+	Jan-18	Feb-18	Mar-18	Month Trend	Direction of Travel
<b>Admissions</b>	31	33	34	↓	Low
<b>Discharges</b>	38	37	44	↑	High
<b>In a care home at month end</b>	915	911	899	↑	Low
Of which:				→	
LA Residential	119	115	114	↑	Low
Private Residential	492	492	484	↑	Low
Nursing	303	302	299	↑	Low



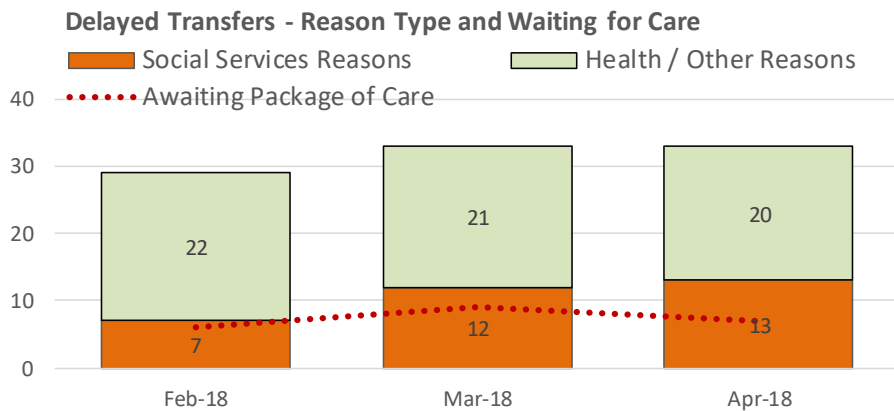
# Adult Services Performance Headlines

## 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 and rose again in March 2018, improving in April

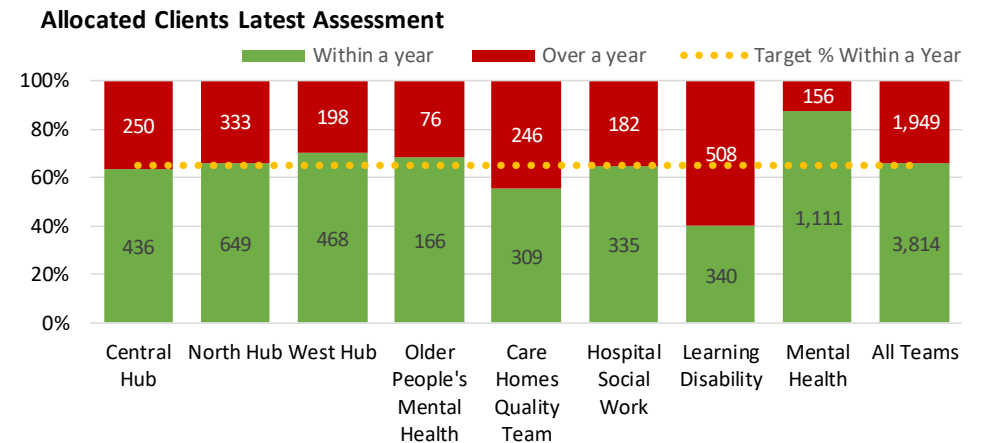
Delayed Transfers	Feb-18	Mar-18	Apr-18	Month Trend	Direction of Travel
<b>Total Delays</b>	<b>29</b>	<b>33</b>	<b>33</b>	→	Low
Of which					
Health / Other Reasons	22	21	20	↑	Low
Social Services Reasons	7	12	13	↓	Low
% social services	24.1%	36.4%	39.4%	↓	Low
<b>Awaiting Package of Care</b>	<b>6</b>	<b>9</b>	<b>7</b>	↑	Low
% of Social Services Reasons	85.7%	75.0%	53.8%	↑	Low



## 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.

Number of Allocated Social Work / Review Cases & Time Since Latest Assessment of Need	Last Assessment Within a Year		Last Assessment Over a Year	
	Number of Clients	% of Clients	Number of Clients	% of Clients
<b>Team</b>				
Central Hub	436	63.6%	250	36.4%
North Hub	649	66.1%	333	33.9%
West Hub	468	70.3%	198	29.7%
Older People's MH Team	166	68.6%	76	31.4%
Care Homes Quality Team	309	55.7%	246	44.3%
Hospital Social Work	335	64.8%	182	35.2%
Learning Disability	340	40.1%	508	59.9%
Mental Health	1,111	87.7%	156	12.3%
<b>All Teams</b>	<b>3,814</b>	<b>66.2%</b>	<b>1,949</b>	<b>33.8%</b>



# Adult Services Performance Headlines

## Effectiveness of Reablement

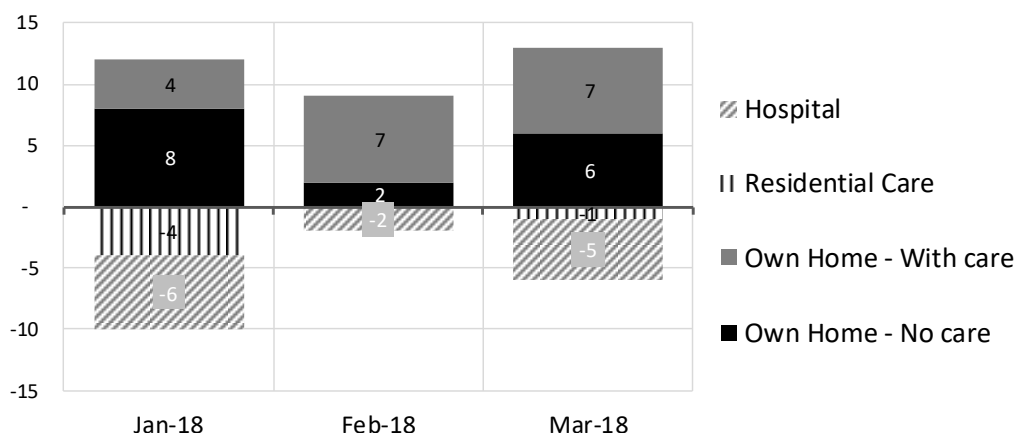
### Residential Reablement

The residential reablement service continues to provide effective reablement: the majority of people go home rather than to institutional care. The 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.

During January 2018, 10 people exited to hospital or residential care, which is higher than usual. While February improved, March has again seen higher numbers.

Leaving Residential Reablement	Jan-18	Feb-18	Mar-18	Month Trend	Direction of Travel
<b>Left Residential Reablement</b>	<b>22</b>	<b>11</b>	<b>19</b>	↑	High
Of which					
Own Home - No care	8	2	6	↑	High
Own Home - With care	4	7	7	→	High
Residential Care	-	4	-	↓	High
Hospital	-	6	-	↓	High
Deceased				→	Low
<i>% went home</i>	<i>54.5%</i>	<i>81.8%</i>	<i>68.4%</i>	↓	High
<b>Average Length of Stay (Days)</b>	<b>29.0</b>	<b>31.4</b>	<b>33.8</b>	↓	Low

Status Leaving Residential Reablement



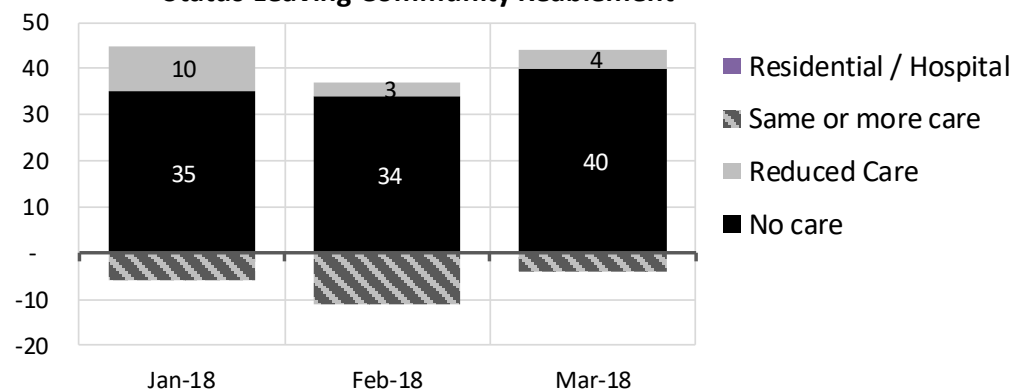
### Community Reablement

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.

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 the last quarter of 2017/18 are welcome.

Leaving Community Reablement	Jan-18	Feb-18	Mar-18	Month Trend	Direction of Travel
<b>Left Community Reablement</b>	<b>51</b>	<b>48</b>	<b>48</b>	→	High
Of which					
No care	35	34	40	↑	High
Reduced Care	10	3	4	↑	High
Same or more care	-	6	-	↓	Low
Residential / Hospital			-	→	Low
Other			-	→	Low
<i>% reduced / no care</i>	<i>88.2%</i>	<i>77.1%</i>	<i>91.7%</i>	↑	High
<b>Average Days in Service</b>	<b>70.9</b>	<b>60.9</b>	<b>54.5</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. Performance in March 2018 reduced on both 24 hour measure and the 7 days measure, although both measures met target during the month.

We continue to seek ways to improve the quality of enquiries so that a larger proportion are thresholded.

Month	Jan-18	Feb-18	Mar-18	Month Trend	Direction of Travel
<b>Enquiries Received</b>	<b>104</b>	<b>106</b>	<b>106</b>	→	High
<b>Timeliness of Response</b>					
Responded within 24 hrs	60	63	63	→	High
% responded within 24 hrs	61.9%	62.4%	60.0%	↓	High
Responded within 7 days	90	95	97	↑	High
% responded within 7 days	92.8%	94.1%	92.4%	↓	High
Responded over 7 days	7	6	8	↓	Low
<b>Awaiting response</b>	<b>7</b>	<b>5</b>	<b>1</b>	↑	Low
% awaiting response	6.7%	4.7%	0.9%	↑	Low
<b>Outcome</b>					
<b>Thresholds</b>	<b>114</b>	<b>106</b>	<b>110</b>	↑	High
Threshold Met	43	35	48	↑	High
% Threshold met	37.7%	33.0%	43.6%	↑	High
Threshold Not Met	43	57	52	↑	Low
% Threshold met	37.7%	53.8%	47.3%	↑	Low

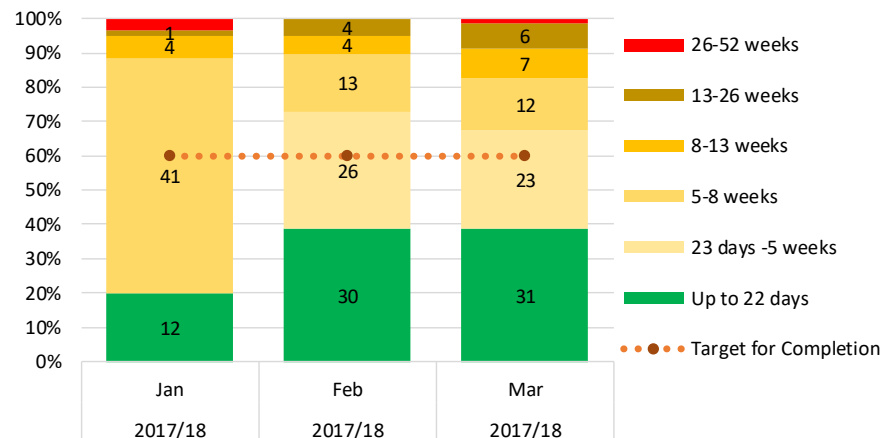
Timeliness of response to Safeguarding Enquiry



## 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. Improvement on BIA assessments during February is welcome.

Timely Completion of BIA Assessments



Timely Completion of Doctor Assessments

