

ADULT SERVICES SUMMARY MANAGEMENT INFORMATION REPORT DATA FOR MAY / JUNE 2018

HEADLINE REPORT



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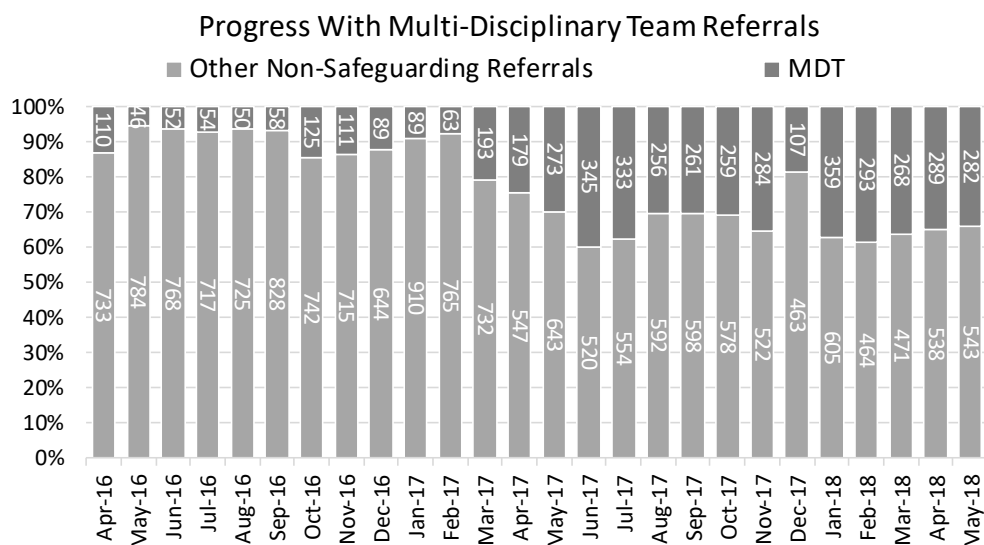
Adult Services Performance Headlines

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. 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.

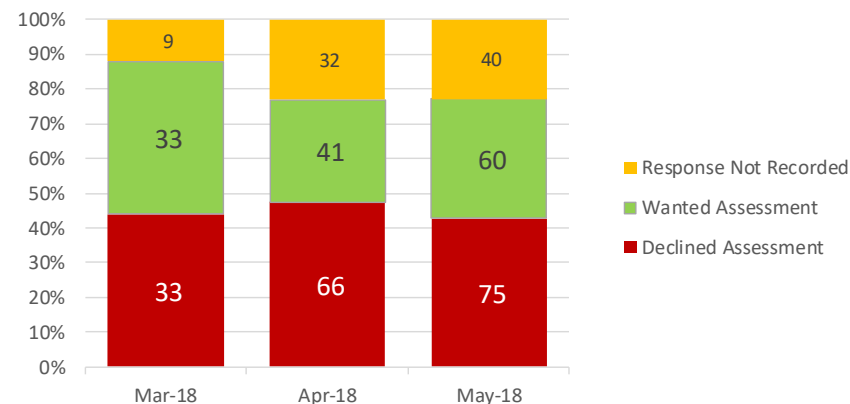


Carers Identified and Whether Wanted Carer Assessment

The number of carers identified had been broadly lower since April 2016. Changes to Paris will improve these numbers in 2018/19. The proportion who do not wish to receive a separate carer assessment has remained steady and represents a small majority of carers, although this may be improving.

Additional changes in the Paris system will further improve the recording of offer of carer assessment.

Month	Mar-18	Apr-18	May-18	Month Trend	Direction of Travel
Identified Carers	75	139	175	↑	High
Offered Assessment	66	108	140	↑	High
<i>% offered assessment</i>	88.0%	77.7%	80.0%	↑	High
Declined Assessment	33	66	75	↓	Low
<i>% declined assessment</i>	50.0%	61.1%	53.6%	↑	Low
Wanted Assessment	33	41	60	↑	High
<i>% wanted assessment</i>	50.0%	38.0%	42.9%	↑	High
Response Not Recorded	9	32	40	↓	Low
<i>% response not recorded</i>	13.6%	29.6%	28.6%	↑	Low
Received Carers Assessment / Review	74	67	63	↓	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	Mar-18	Apr-18	May-18	Month Trend	Direction of Travel
New starters	62	49	55	↓	Low
Of which					
In-house	14	9	12	↓	Low
External	48	49	43	↑	Low
% internal	22.6%	18.4%	21.8%	↓	Low
Receiving Care at Month End	1,196	1,194	1,236	↓	Low
Of which:					
In-house	110	101	103	↓	Low
External	1,086	1,093	1,133	↓	Low
% internal	9.2%	8.5%	8.3%	↑	Low
Hours Delivered in Month	62,851	62,607	63,191	↓	Low
Of which:					
In-house	5,781	5,486	5,234	↑	Low
External	56,395	55,485	57,957	↓	Low
% internal	9.2%	8.8%	8.3%	↑	Low
Average Weekly Hours	11.6	11.6	11.9	↓	Low
Of which:					
In-house	11.9	12.7	11.4	↑	Low
External	11.6	11.5	11.9	↓	Low

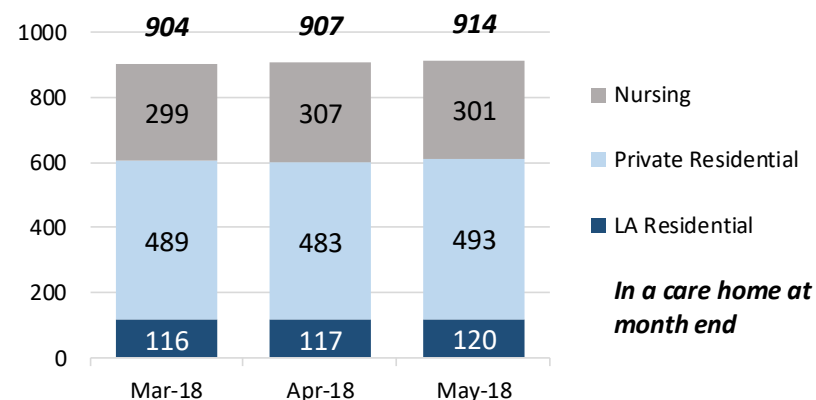
The average number of hours provided by the independent sector each month during 2014/15 was 58,000. We now see 64-68,000 as the norm. In the same year, in-house home care averaged 5,400 hrs/month. During 2016/17 the average increased to 7,000 - 8,000 hrs/month.

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 with reductions in admissions in April and May.

Permanent Residential Care for People Aged 65+	Mar-18	Apr-18	May-18	Month Trend	Direction of Travel
Admissions	34	33	28	↑	Low
Discharges	44	27	17	↓	High
In a care home at month end	904	907	914	↓	Low
Of which:					
LA Residential	116	117	120	↓	Low
Private Residential	489	483	493	↓	Low
Nursing	299	307	301	↑	Low

People in Place in Residential / Nursing Care



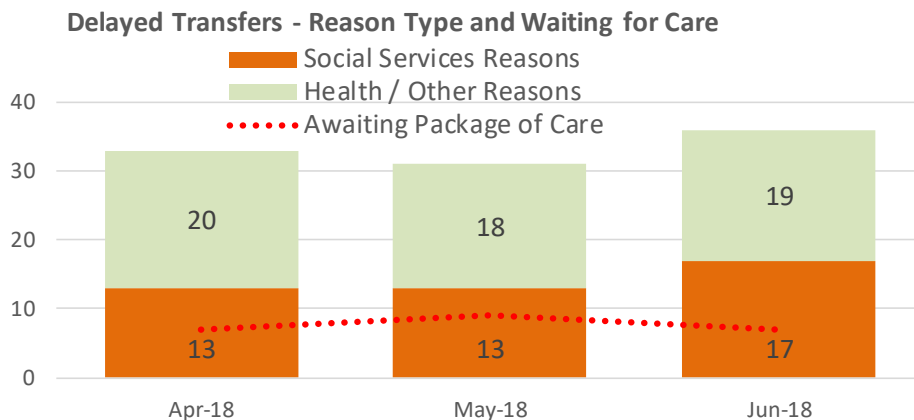
Adult Services Performance Headlines

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 the months from October 2017 onwards, but remains above historic levels and rose again in March 2018, improving in April and sustained in May.

Delayed Transfers	Apr-18	May-18	Jun-18	Month Trend
Total Delays	33	31	36	↓
Of which				
Health / Other Reasons	20	18	19	↓
Social Services Reasons	13	13	17	↓
% social services	39.4%	41.9%	47.2%	↓
Awaiting Package of Care	7	9	7	↑
% of Social Services Reasons	53.8%	69.2%	41.2%	↑

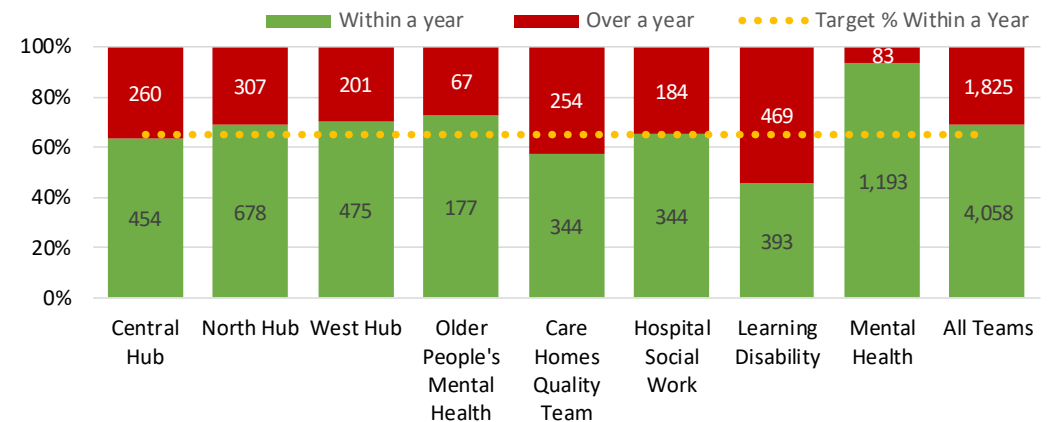


Reviews of Allocated Clients

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. Learning Disability Services are working to improve their performance and have made significant improvements in reviewing clients since May 2018. We will continue to focus on LD services and CHQT, supporting them to make progress in reviewing clients, setting targets for improvement.

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	% Previous Month	Number of Clients	% of Clients	% Previous Month
Team						
Central Hub	454	63.6%	57.0%	260	36.4%	36.4%
North Hub	678	68.8%	63.1%	307	31.2%	33.9%
West Hub	475	70.3%	66.3%	201	29.7%	29.7%
Older People's MH Team	177	72.5%	68.2%	67	27.5%	31.4%
Care Homes Quality Team	344	57.5%	52.8%	254	42.5%	44.3%
Hospital Social Work	344	65.2%	61.2%	184	34.8%	35.2%
Learning Disability	393	45.6%	37.0%	469	54.4%	59.9%
Mental Health	1,193	93.5%	81.9%	83	6.5%	12.3%
All Teams	4,058	69.0%	62.1%	1,825	31.0%	33.8%

Allocated Clients Most Recent Assessment



Adult Services Performance Headlines

Effectiveness of Reablement

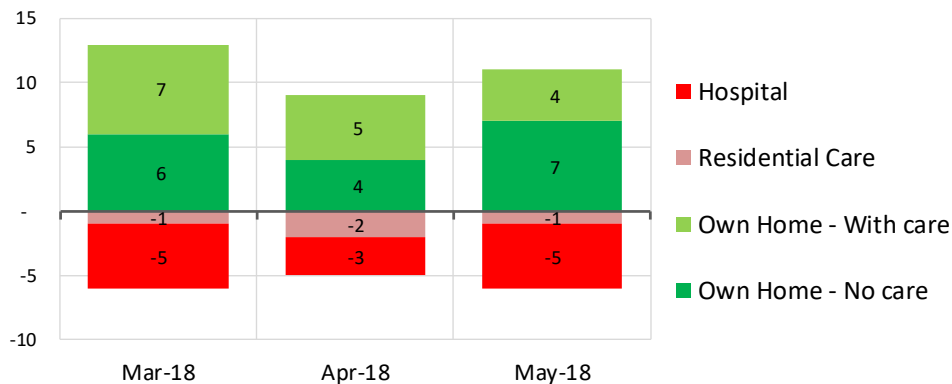
Residential Reablement

The residential reablement service continues to provide effective reablement: the majority of people go home rather than to institutional care. The length of stay remains at 33 days and may reflect issues within the domiciliary care market, which a good proportion of clients require to move on.

During March 2018, 6 people exited to hospital or residential care, reducing to 5 in April and returning to 6 in May.

Leaving Residential Reablement	Mar-18	Apr-18	May-18	Month Trend	Direction of Travel
Left Residential Reablement	19	15	18	↑	High
Of which					
Own Home - No care	6	4	7	↑	High
Own Home - With care	7	5	4	↓	High
Residential Care	- 1	- 2	- 1	↑	High
Hospital	- 5	- 3	- 5	↓	High
Deceased		- 1	- 1	→	Low
<i>% went home</i>	<i>68.4%</i>	<i>60.0%</i>	<i>61.1%</i>	↑	High
Average Length of Stay (Days)	24.5	33.3	33.5	↓	Low

Status Leaving Residential Reablement



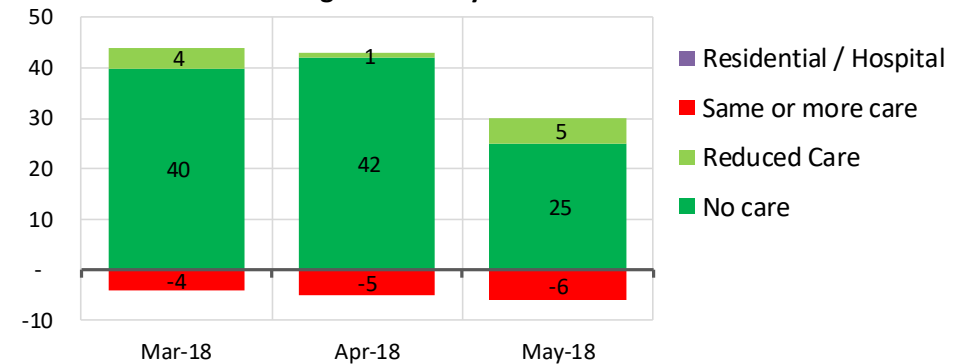
Community Reablement

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 increase in average length of service is also likely to be indicative of issues within the wider domiciliary care market, as is the reduced number leaving the service. Improvements during the last quarter of 2017/18 were welcome and we will continue to monitor.

Leaving Community Reablement	Mar-18	Apr-18	May-18	Month Trend	Direction of Travel
Left Community Reablement	48	48	36	↓	High
Of which					
No care	40	42	25	↓	High
Reduced Care	4	1	5	↑	High
Same or more care	- 4	- 5	- 6	↑	Low
Residential / Hospital	-	-	-	→	Low
Other	-	-	-	→	Low
<i>% reduced / no care</i>	<i>91.7%</i>	<i>89.6%</i>	<i>83.3%</i>	↓	High
Average Days in Service	54.5	36.7	43.4	↓	Low

Status Leaving Community Reablement

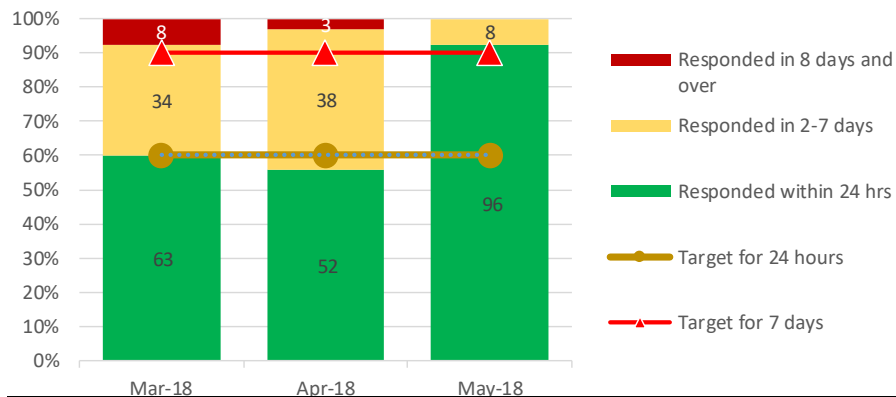


Adult Services Performance Headlines

Timeliness of Response to Safeguarding Issues

We have been broadly meeting targets for timely response to safeguarding enquiries. Performance in May 2018 was 99% on the 7 days measure (met target), and much higher than target on the 24 hour measure (missed target). Staff are to be commended for this exceptional performance, and 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.

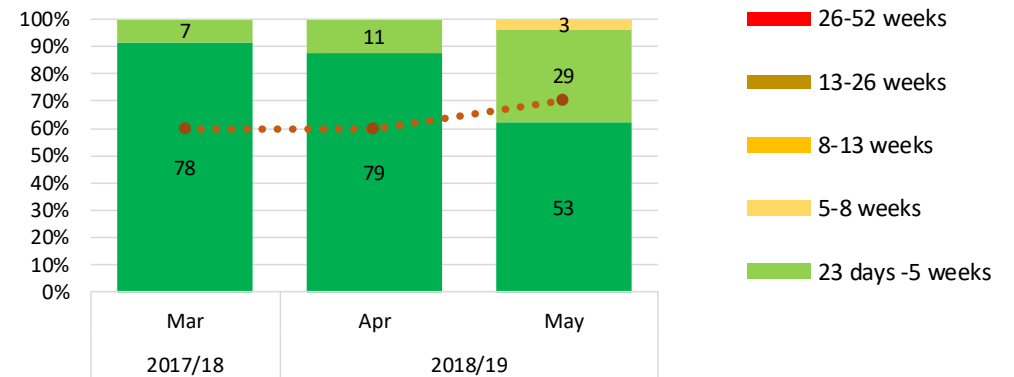
Month	Mar-18	Apr-18	May-18	Month Trend	Direction of Travel
Enquiries Received	106	93	118	↑	High
Timeliness of Response					
Responded within 24 hrs	63	52	96	↑	High
% responded within 24 hrs	60.0%	55.9%	91.4%	↑	High
Responded within 7 days	97	90	104	↑	High
% responded within 7 days	92.4%	96.8%	99.0%	↑	High
Responded over 7 days	8	3	1	↑	Low
Awaiting response	1	-	13	↓	Low
% awaiting response	0.9%	0.0%	11.0%	↓	Low
Outcome					
Thresholds	110	98	121	↑	High
Threshold Met	48	44	43	↓	High
% Threshold met	43.6%	44.9%	35.5%	↓	High
Threshold Not Met	52	43	50	↓	Low
% Threshold met	47.3%	43.9%	41.3%	↑	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. While arrangements are made, there has been a slight drop in performance.

Timely Completion of Doctor Assessments



Timely Completion of BIA Assessments

