

ADULT SERVICES SUMMARY MANAGEMENT INFORMATION HEADLINE REPORT

DATA FOR DEC 2018/JANUARY 2019



Cyngor **Abertawe**
Swansea Council

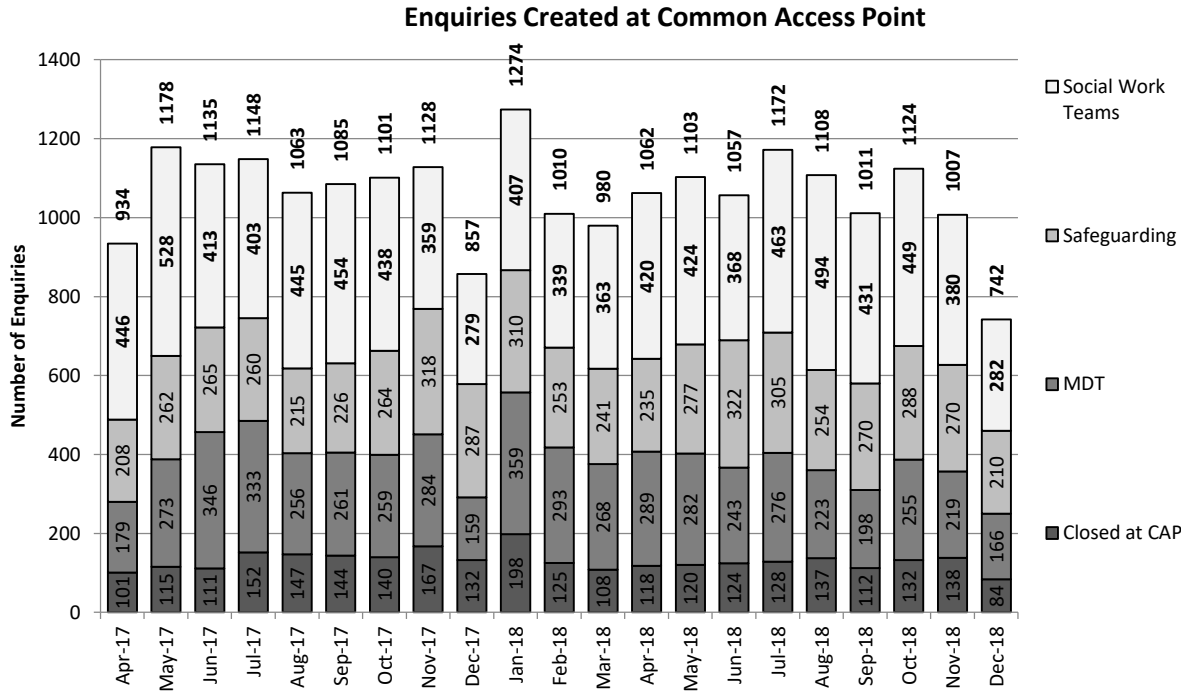
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Adult Services Performance

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'.

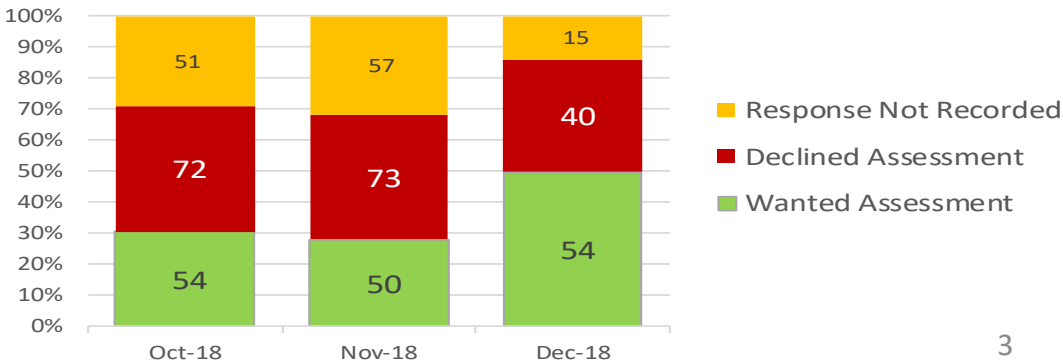


Carers Identified and Whether Wanted Carer Assessment

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

Month	Oct-18	Nov-18	Dec-18	Month Trend	Direction of Travel
Identified Carers	177	180	109	↓	High
Offered Assessment	157	159	94	↓	High
<i>% offered assessment</i>	88.7%	88.3%	86.2%	↓	High
Declined Assessment	72	73	40	↑	Low
<i>% declined assessment</i>	45.9%	45.9%	42.6%	↑	Low
Wanted Assessment	54	50	54	↑	High
<i>% wanted assessment</i>	34.4%	31.4%	57.4%	↑	High
Response Not Recorded	51	57	15	↑	Low
<i>% response not recorded</i>	32.5%	35.8%	16.0%	↑	Low
Received Carers Assessment / Review	68	70	43	↓	High



Adult Services Performance

Long-Term Domiciliary Care

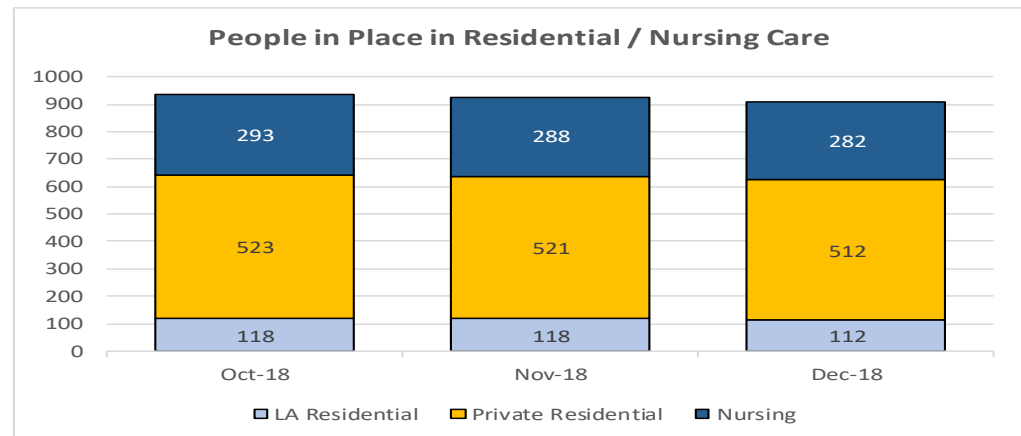
The most significant area of concern continues to be the difficulties within the care market which continue to have an impact on the timeliness with which we can start new packages of care.

Month	Oct-18	Nov-18	Dec-18	Month Trend	Direction of Travel
New starters	30	44	25	↑	Low
Of which					
In-house	5	9	6	↑	Low
External	25	35	19	↑	Low
% internal	16.7%	20.5%	24.0%	↓	Low
Receiving Care at Month End	1,243	1,210	1,207	↑	Low
Of which:					
In-house	104	102	89	↑	Low
External	1,139	1,108	1,118	↓	Low
% internal	8.4%	8.4%	7.4%	↑	Low
Hours Delivered in Month	64,452	58,826	63,704	↓	Low
Of which:					
In-house	5,706	5,384	5,033	↑	Low
External	58,746	53,442	58,671	↓	Low
% internal	8.9%	9.2%	7.9%	↑	Low
Average Weekly Hours				→	Low
Of which:	11.9	11.5	11.9		
In-house	12.4	11.9	12.8	↓	Low
External	11.9	11.2	11.9	↓	Low

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 each month. There have been some improvements in recent months with reductions in admissions July– September..

Permanent Residential Care for People Aged 65+	Oct-18	Nov-18	Dec-18	Month Trend	Direction of Travel
Admissions	26	27	23	↑	Low
Discharges	37	36	48	↓	Low
In a care home at month end	934	927	906	↑	Low
Of which:				→	Low
LA Residential	118	118	112	↑	Low
Private Residential	523	521	512	↑	Low
Nursing	293	288	282	↑	Low



Adult Services Performance

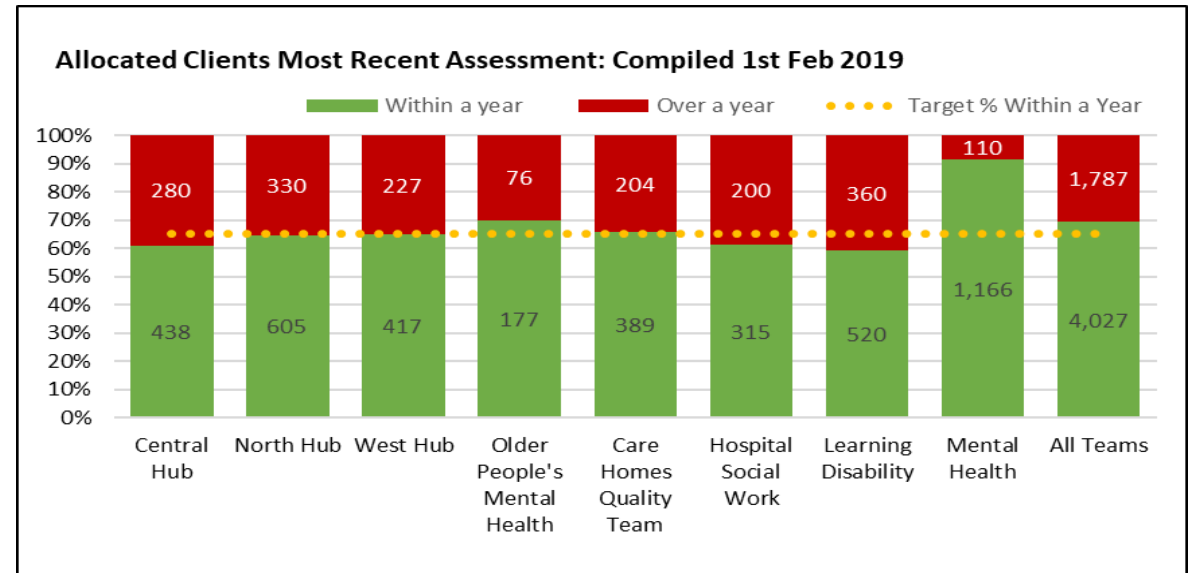
Reviews of Allocated Clients

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 continue to make significant improvements in reviewing clients since May 2018, as have CHQT.

We will continue to focus on 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	Number of Clients	% of Clients
Team				
Central Hub	438	61.0%	280	39.0%
North Hub	605	64.7%	330	35.3%
West Hub	417	64.8%	227	35.2%
Older People's MH Team	177	70.0%	76	30.0%
Care Homes Quality Team	389	65.6%	204	34.4%
Hospital Social Work	315	61.2%	200	38.8%
Learning Disability	520	59.1%	360	40.9%
Mental Health	1,166	91.4%	110	8.6%
Compiled 1st February 2019	4,027	69.3%	1,787	30.7%



Adult Services Performance

Residential Reablement

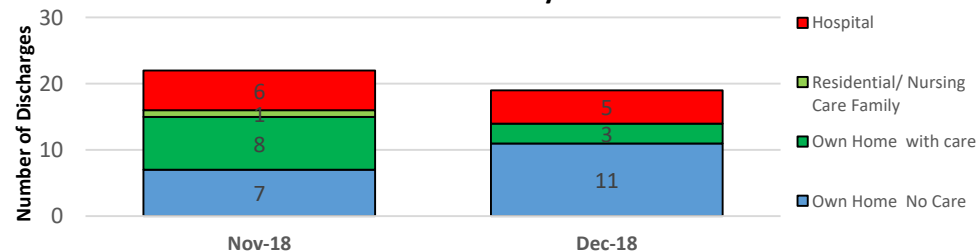
During November and December, combined reablement services, had an overall percentage of 71% of people returning to their own homes, independently and with care packages.

Bonymaen House discharges over this period were 68% and Ty Waunarlwydd was 86%.

However there were no discharges from Ty Waunarlwydd during December. Combined discharges, the majority of people returned home with no care package, the second highest category was discharges to hospital.

Leaving Residential Care	Nov-18		Dec-18	
	BH	TW	BH	TW
Left Residential Reablement	15	7	19	0
Of Which				
Own Home No Care	6	1	11	0
Own Home with care	3	5	3	0
Residential/ Nursing Care Family	1	0	0	0
Hospital	5	1	5	0
Deceased	0	0	0	0
% Went home	60%	86%	74%	0
Average Length of Stay	25	59	44	0

Residential Reablement Discharges Bonymaen House & Ty Waunarlwydd

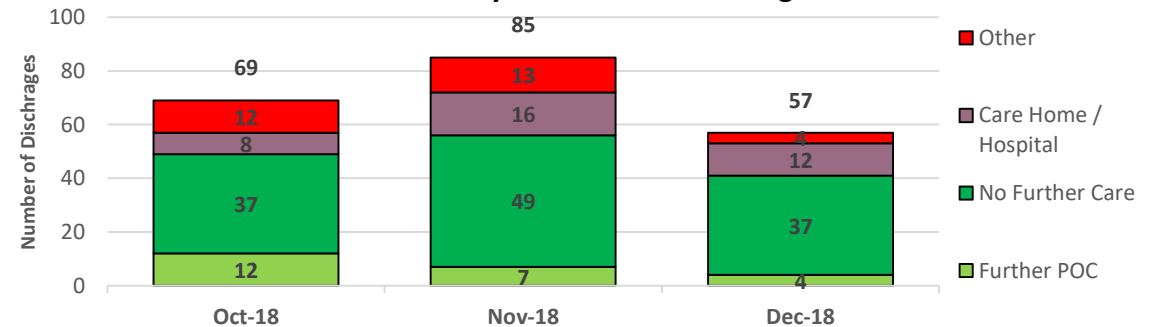


Community Reablement

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	Oct-18	Nov-18	Dec-18
Total Left	69	85	57
Further POC	12	7	4
No Further Care	37	49	37
Care Home / Hospital	8	16	12
Other	12	13	4
% No further care	54%	58%	65%

Community Reablement Discharges



Adult Services Performance

Timeliness of Response to Safeguarding Issues

Performance in December 2018 was 71% on the 7 days measure. We will maintain focus on swift responses to safeguarding enquiries.

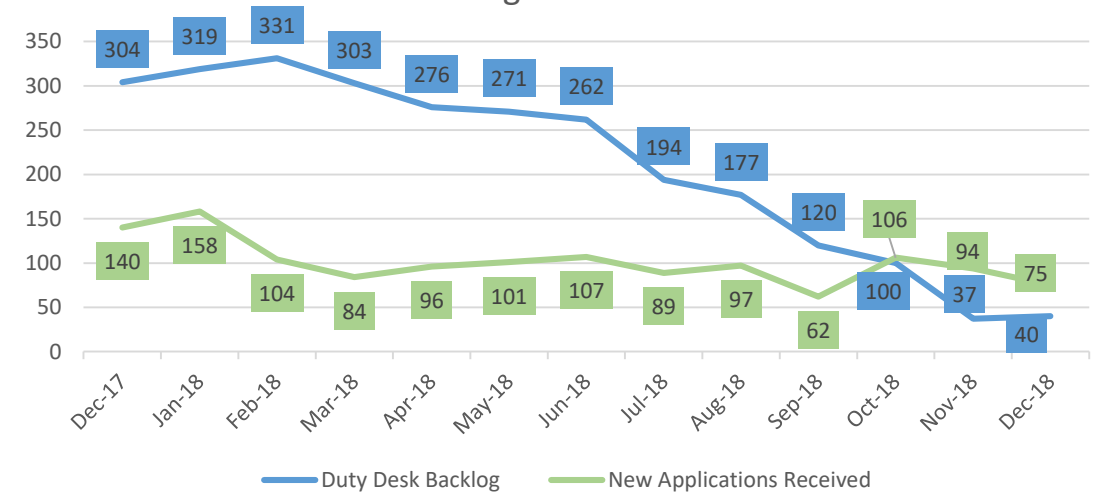
Only 17% of enquiries met threshold in December 2018, 68% did not meet threshold and 13% were awaiting a decision or closed at Intake / referred to health. We continue to seek ways to improve the quality of enquiries so that a larger proportion meet the threshold for investigations.

Month	Oct-18	Nov-18	Dec-18	Month Trend	Direction of Travel
Enquiries Received	113	107	68	↓	High
Timeliness of Response					
Responded within 24 hrs	57	35	26	↓	High
% responded within 24 hrs	50.4%	32.7%	38.2%	↑	High
Responded within 2-7 days	47	43	22	↓	High
% responded within 7 days	92%	72.90%	70.6%	↓	High
Responded over 7 days	8	22	13	↑	Low
Awaiting response	1	7	7	→	Low
% awaiting response	0.9%	6.5%	10.3%	↓	Low
Outcome					
Thresholds	113	90	67	↓	High
Threshold Met	42	22	12	↓	High
% Threshold met	37.2%	24.4%	17.9%	↓	High
Threshold Not Met	62	54	46	↑	Low
% Threshold not met	54.9%	60.0%	68.7%	↓	Low

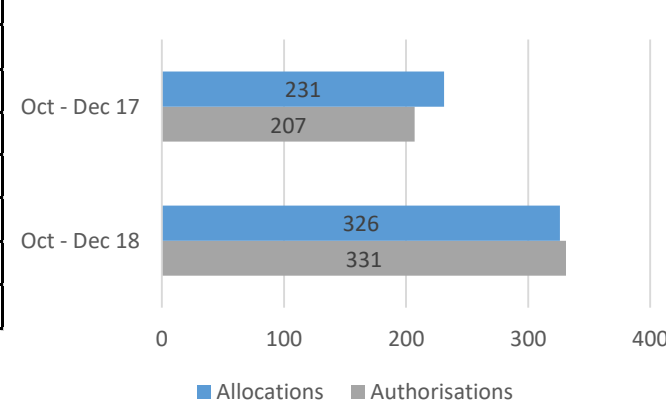
Timeliness of Deprivation of Liberty Assessments

For 2018/19, a new DoLS Team has been implemented. There was a specific issue with timeliness for the majority of BIA and SB assessments. The new working arrangements have shown an increase in performance in all areas.

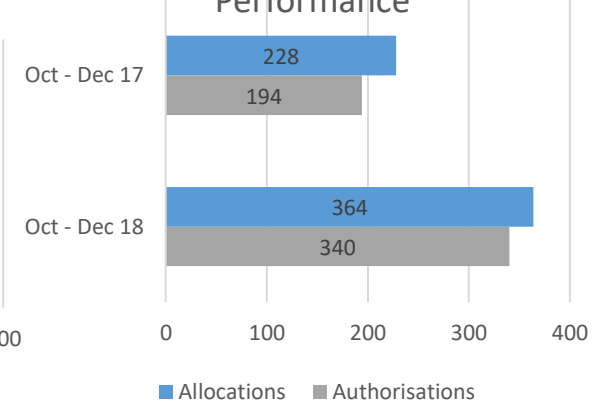
DoLS Backlog and New Referrals



Quarterly Best Interest Assessor Performance



Quarterly Signatory Body Performance



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.

Delayed Transfers	Nov-18	Dec-18	Jan-19	Month Trend	Direction of Travel
Total Delays	58	44	47	↓	Low
Of which					
Health / Other Reasons	28	14	23	↓	Low
Social Services Reasons	30	30	24	↑	Low
% social services	51.7%	68.2%	51.1%	↑	Low
Awaiting Package of Care	18	22	19	↑	Low
% of Social Services Reasons	60.0%	73.3%	79.2%	↓	Low

