

ADULT SERVICES SUMMARY MANAGEMENT INFORMATION HEADLINE REPORT

DATA FOR MAY / JUNE 2019



Cyngor **Abertawe**
Swansea Council

Contents

Contents

Contents.....	2
Common Access Point	3
Carers Identified and Whether Wanted Carer Assessment	3
Long-Term Domiciliary Care	3
Residential Care for Older People	4
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
Delayed Transfers of Care (DToCs)	8

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 West Glamorgan 'optimal model'.

Further information appears in the main report on page 5.

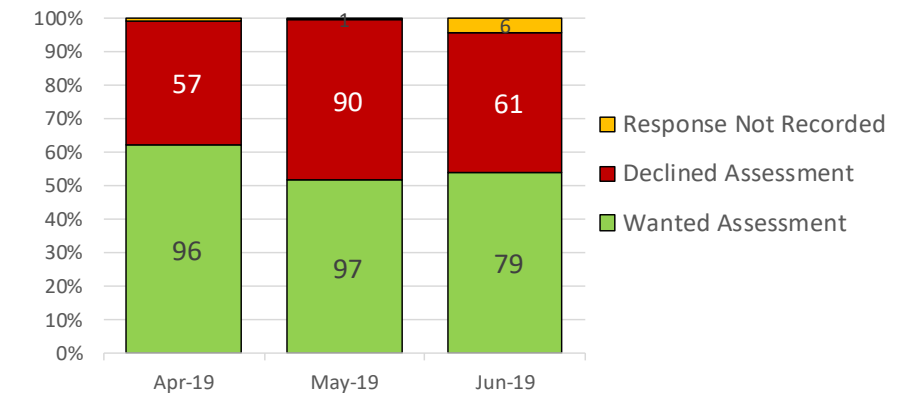
Carers Identified and Whether Wanted Carer Assessment

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.

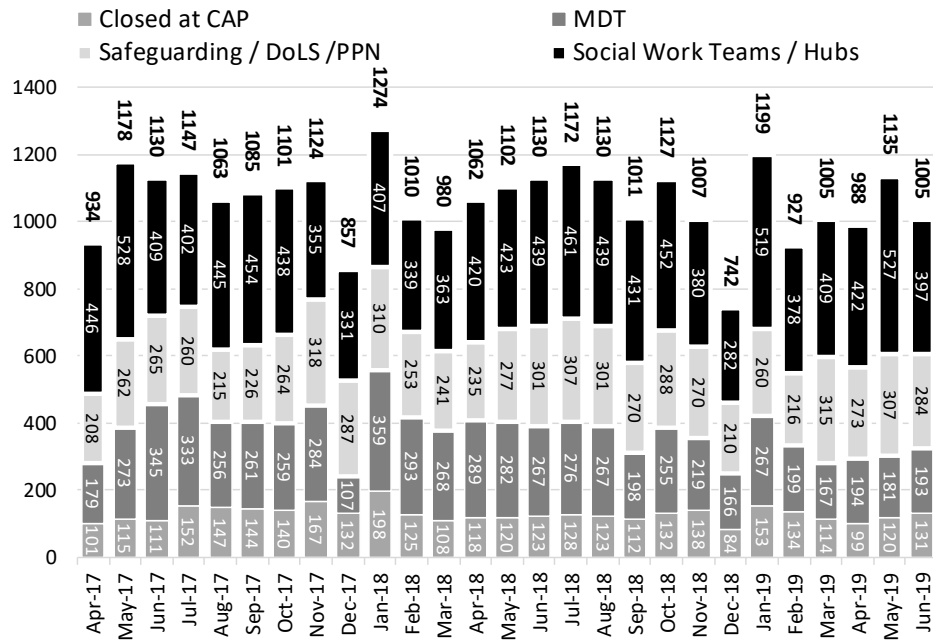
Since July 2018, those wanting carers assessment have usually represented at least half of those offered an assessment. This reverses the historic position where a majority did not wish to receive a separate carer assessment.

Further information appears in the main report on page 13.

Month	Apr-19	May-19	Jun-19	Desired Direction of Travel
Identified Carers	175	214	163	High
Offered Assessment	154	188	146	High
<i>% offered assessment</i>	<i>88.0%</i>	<i>87.9%</i>	<i>89.6%</i>	High
Declined Assessment	57	90	61	Low
<i>% declined assessment</i>	<i>37.0%</i>	<i>47.9%</i>	<i>41.8%</i>	Low
Wanted Assessment	96	97	79	High
<i>% wanted assessment</i>	<i>62.3%</i>	<i>51.6%</i>	<i>54.1%</i>	High
Response Not Recorded	1	1	6	Low
<i>% response not recorded</i>	<i>0.6%</i>	<i>0.5%</i>	<i>4.1%</i>	Low
Received Carers Assessment / Review	47	62	53	High



Enquiries Created At Common Access Point



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.

Further information appears in the main report on page 27.

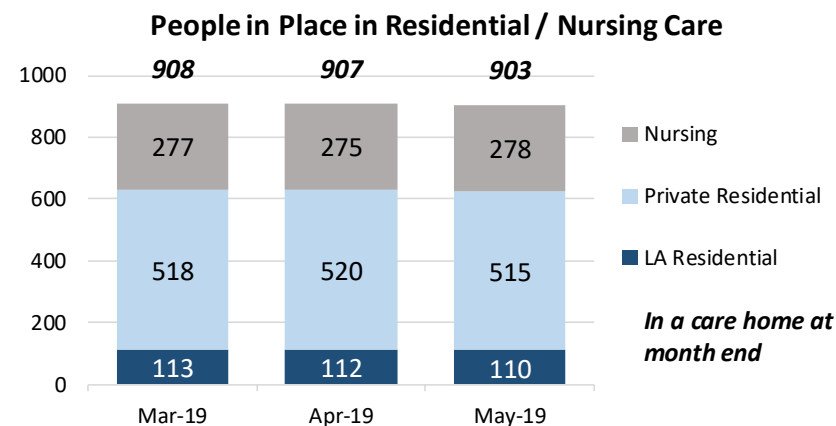
Month	Apr-19	May-19	Desired Direction of Travel
New starters	43	30	Low
Of which			
In-house	5	5	Low
External	38	25	Low
<i>% internal</i>	<i>11.6%</i>	<i>16.7%</i>	<i>Low</i>
Receiving Care at Month End	1,290	1,314	Low
Of which:			
In-house	87	91	Low
External	1,203	1,223	Low
<i>% internal</i>	<i>6.7%</i>	<i>6.9%</i>	<i>Low</i>
Hours Delivered in Month	62,590	65,802	Low
Of which:			
In-house	7,089	7,540	Low
External	55,501	58,262	Low
<i>% internal</i>	<i>11.3%</i>	<i>11.5%</i>	<i>Low</i>
Average Weekly Hours	11.3	11.3	Low
Of which:			
In-house	19.0	18.7	Low
External	10.8	10.8	Low

Residential Care for Older People

The numbers newly-admitted to residential care have been relatively higher than was anticipated by the West Glamorgan intermediate care model. For sustainable operation, admissions need to be under 30 each month. There have been some improvements in recent months with reductions in admissions during Q4 2018/19 continuing into Q1 of 2019/20.

Further information appears in the main report on page 22.

Permanent Residential Care for People Aged 65+	Mar-19	Apr-19	May-19	Desired Direction of Travel
Admissions	20	36	20	Low
Discharges	36	39	24	Low
In a care home at month end	908	907	903	Low
Of which:				Low
LA Residential	113	112	110	Low
Private Residential	518	520	515	Low
Nursing	277	275	278	Low



Adult Services Performance Headlines

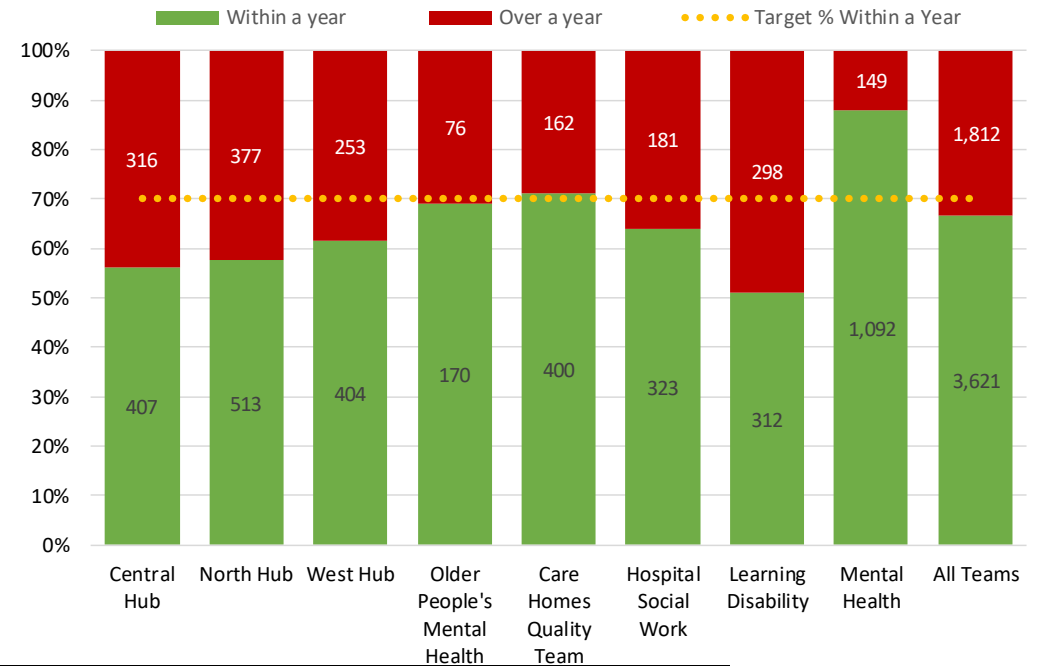
Reviews of Allocated Clients

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 most months. Learning Disability Services continue to make significant improvements in reviewing clients since May 2018, and CHQT have also made significant improvements.

We will continue to focus on progress in reviewing clients, setting targets for improvement.

Allocated Clients Most Recent Assessment: 1/07/2019



When most recent assessment took place:	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19	
	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year	Within a Year	Over a Year
Central Hub	438	280	442	282	419	293	414	301	421	303	407	316
North Hub	605	330	596	338	567	346	545	349	523	366	513	377
West Hub	417	227	409	245	409	248	402	251	415	251	404	253
Older People's MH Team	177	76	180	81	163	84	168	74	177	76	170	76
Care Homes Quality Team	389	204	400	197	425	189	426	134	409	147	400	162
Hospital Social Work	315	200	308	201	317	195	317	184	315	187	323	181
Learning Disability	520	360	505	347	437	333	396	302	348	303	312	298
Mental Health	1,166	110	1,170	102	1,142	115	1,131	130	1,106	142	1,092	149
Total	4,027	1,787	4,010	1,793	3,879	1,803	3,799	1,725	3,713	1,775	3,621	1,812

Adult Services Performance Headlines

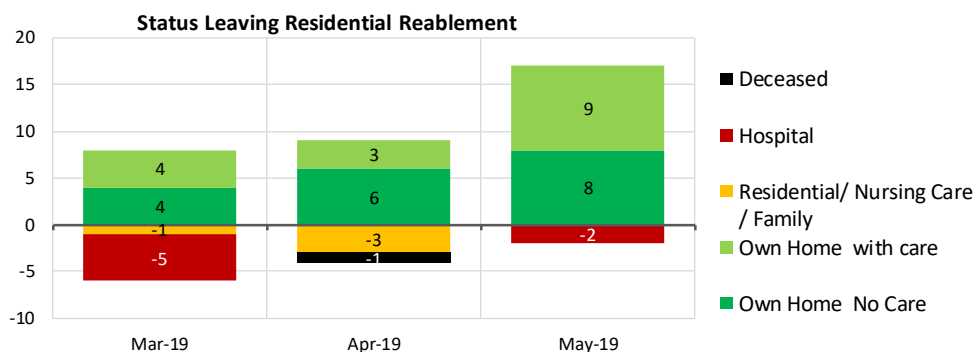
Effectiveness of Reablement

Residential Reablement

During April & May 2019 combined reablement services had an overall percentage of 81% of people returning to their own homes, independently and with care packages. Bonymaen House discharges over this period were 86% returned home. From Ty Waunarlwydd all discharges went home, which is an exceptional result. People appear to be staying in Ty Waunarlwydd longer, as there is often a wait for a placement to become available.

Further information appears in the main report on page 20.

Leaving Residential Reablement	Apr-19		May-19		Desired Direction of Travel
	BH	TW	BH	TW	
Left Residential Reablement	11	2	17	2	High
<i>Of Which</i>					
Own Home No Care	6		8		High
Own Home with care	3		7	2	High
Residential/ Nursing Care / Family	-1	-2			Low
Hospital			-2		Low
Deceased	-1				--
% Went home	82%	0%	88%	100%	High
Average Length of Stay	42	41	34	64.5	Low



Community Reablement

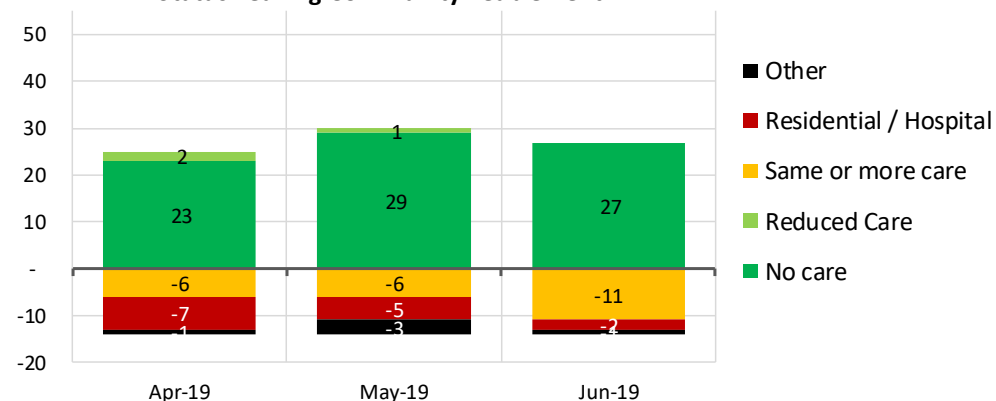
The data on community reablement is unfortunately not as robust as data relating to residential reablement and we are taking action to improve the data quality, coverage and completeness.

Data on the average length of service has been calculated and added for April as it was temporarily unavailable while the previous report was being prepared.

Further information appears in the main report on page 18.

Leaving Community Reablement	Apr-19	May-19	Jun-19	Desired Direction of Travel
Left Community Reablement	39	44	41	High
<i>Of which</i>				
No care	23	29	27	High
Reduced Care	2	1		High
Same or more care	-6	-6	-11	Low
Residential / Hospital	-7	-5	-2	Low
Other	-1	-3	-1	Low
% reduced / no care	64.1%	68.2%	65.9%	High
Average Days in Service	13.3	20.5	15.2	Low

Status Leaving Community Reablement



Adult Services Performance Headlines

Timeliness of Response to Safeguarding Issues

Performance on the proportion of referrals which received a threshold decision within 7 days increased in June 2019 to 92.7%, compared to May's result of 83.7%. We will maintain focus on swift responses to safeguarding enquiries and maintain performance to >90%.

30.8% of enquiries met threshold in June 2019, 58.7% did not meet threshold and 10.5% 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.

Further information appears in the main report on page 31.

(N.B. Thresholds may take place in a different month to when enquiry received.)

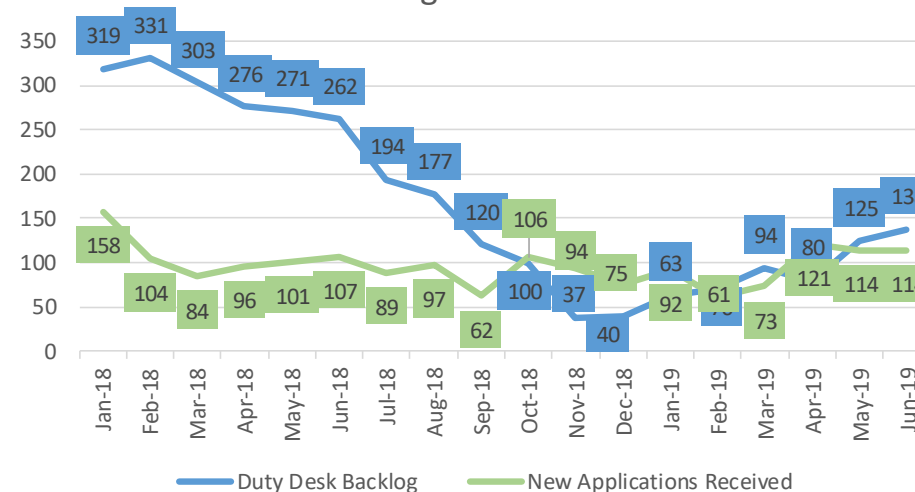
Month	Apr-19	May-19	Jun-19	Desired Direction of Travel
Enquiries Received	86	114	119	High
Thresholds During the Month				
Responded within 24 hrs	38	49	53	High
% responded within 24 hrs	51.4%	44.5%	51.0%	High
Responded within 2-7 days	27	40	38	High
% responded within 2-7 days	36.5%	36.4%	36.5%	High
Responded over 7 days	9	21	13	Low
% Responded over 7 days	12.2%	19.1%	12.5%	Low
Awaiting response	3	6	12	Low
% awaiting response	3.5%	5.3%	10.1%	Low
Outcome				
Thresholds	74	110	104	High
Threshold Met	17	45	32	High
% Threshold met	23.0%	40.9%	30.8%	High
Threshold Not Met	51	55	61	Low
% Threshold not met	68.9%	50.0%	58.7%	Low
Inappropriate to safeguarding	6	10	11	Low
% Inappropriate	8.1%	9.1%	10.6%	Low

Timeliness of Deprivation of Liberty Assessments

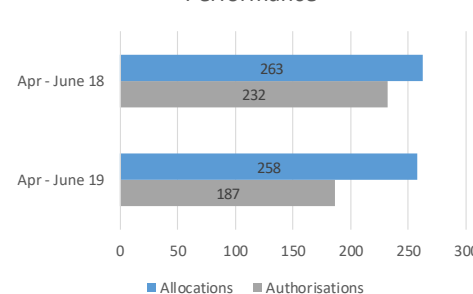
During 2018/19, a new DoLS Team was implemented. There was a specific issue with timeliness for the majority of BIA and SB assessments. The new working arrangements had shown an increase in performance in all areas in recent months. Unfortunately recent staffing issues have impacted on this since Spring 2019.

Related information appears in the main report on pages 33-34.

DoLS Backlog and New Referrals



Quarterly Best Interest Assessor Performance



Quarterly Signatory Body Performance



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.

Further information appears in the main report on page 8.

Delayed Transfers	Apr-19	May-19	Jun-19	Desired Direction
Total Delays	39	57	72	Low
Of which				
Health / Other Reasons	16	26	42	Low
Social Services Reasons	23	31	30	Low
<i>% social services</i>	<i>59.0%</i>	<i>54.4%</i>	<i>41.7%</i>	<i>Low</i>
Awaiting Package of Care	20	22	27	Low
<i>% of Social Services Reasons</i>	<i>87.0%</i>	<i>71.0%</i>	<i>90.0%</i>	<i>Low</i>

