

ADULT SERVICES SUMMARY MANAGEMENT INFORMATION HEADLINE REPORT

DATA FOR AUGUST/SEPTEMBER 2019



Cyngor **Abertawe**
Swansea Council

Contents

Contents

Contents.....	2
Common Access Point	3
Carers Identified and Whether Wanted Carer Assessment	3
Reviews of Allocated Clients.....	4
Effectiveness of Reablement	5
Residential Reablement	5
Community Reablement	5
Long-Term Domiciliary Care	6
Delayed Transfers of Care (DToCs).....	9
Residential Care for Older People	9
Timeliness of Response to Safeguarding Issues	10
Timeliness of Deprivation of Liberty Assessments	11

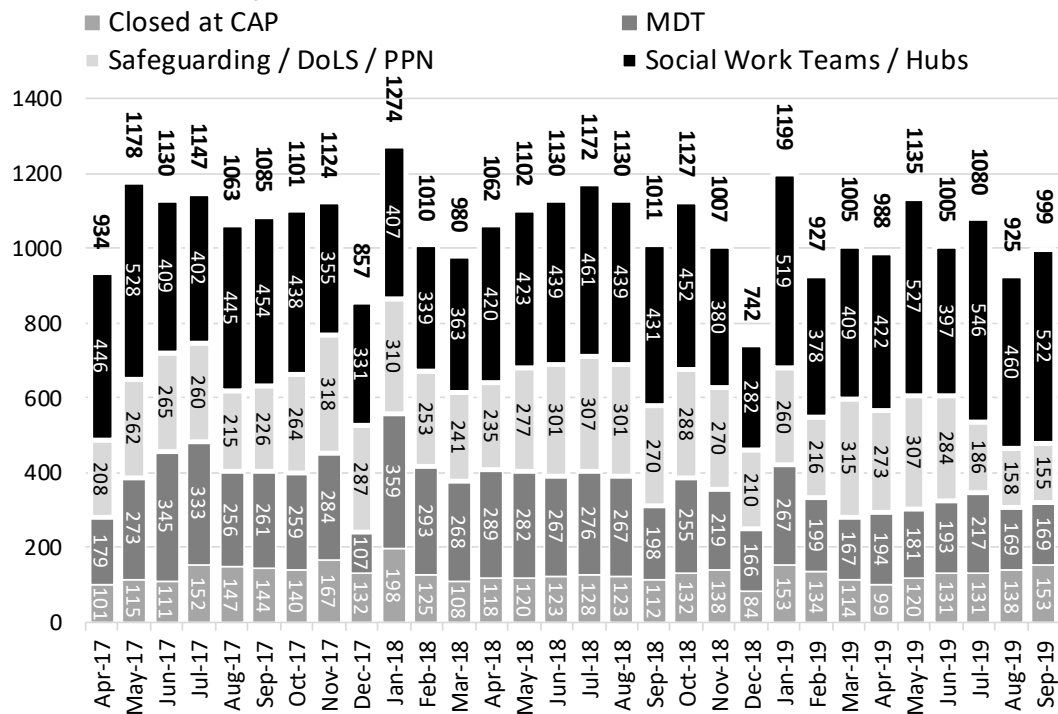
Adult Services Performance Headlines

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.

Enquiries Created At Common Access Point



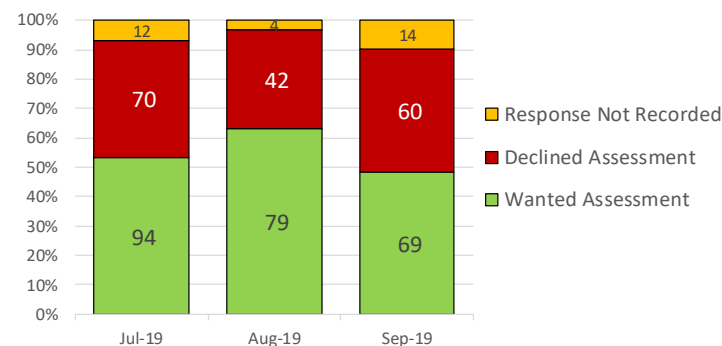
Carers Identified and Whether Wanted Carer Assessment

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.

Month	Jul-19	Aug-19	Sep-19	Desired Direction of Travel
Identified Carers	190	144	145	High
Offered Assessment	176	125	143	High
<i>% offered assessment</i>	<i>92.6%</i>	<i>86.8%</i>	<i>98.6%</i>	High
Declined Assessment	70	42	60	Low
<i>% declined assessment</i>	<i>39.8%</i>	<i>33.6%</i>	<i>42.0%</i>	Low
Wanted Assessment	94	79	69	High
<i>% wanted assessment</i>	<i>53.4%</i>	<i>63.2%</i>	<i>48.3%</i>	High
Response Not Recorded	12	4	14	Low
<i>% response not recorded</i>	<i>6.8%</i>	<i>3.2%</i>	<i>9.8%</i>	Low
Received Carers Assessment / Review	60	44	47	High

Whether Carer Wanted Assessment (number)



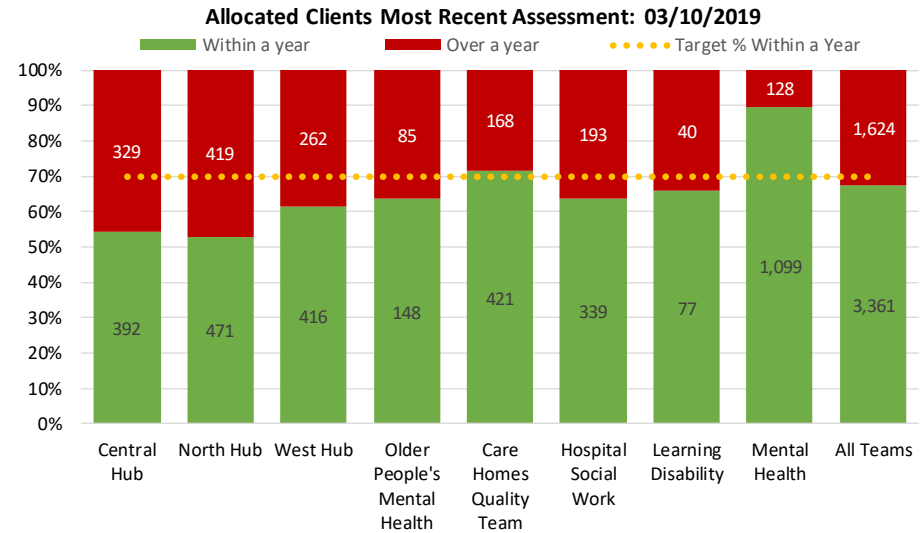
Adult Services Performance Headlines

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.



When most recent assessment took place:	Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-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	414	301	421	303	407	316	400	315	405	291	392	329
North Hub	545	349	523	366	513	377	492	389	496	379	471	419
West Hub	402	251	415	251	404	253	414	257	420	250	416	262
Older People's MH Team	168	74	177	76	170	76	167	77	166	71	148	85
Care Homes Quality Team	426	134	409	147	400	162	402	152	411	144	421	168
Hospital Social Work	317	184	315	187	323	181	341	183	365	178	339	193
Learning Disability	396	302	348	303	312	298	272	302	357	88	77	40
Mental Health	1,131	130	1,106	142	1,092	149	1,087	151	1,127	113	1,099	128
Total	3,799	1,725	3,713	1,775	3,621	1,812	3,574	1,826	3,746	1,514	3,361	1,624

Adult Services Performance Headlines

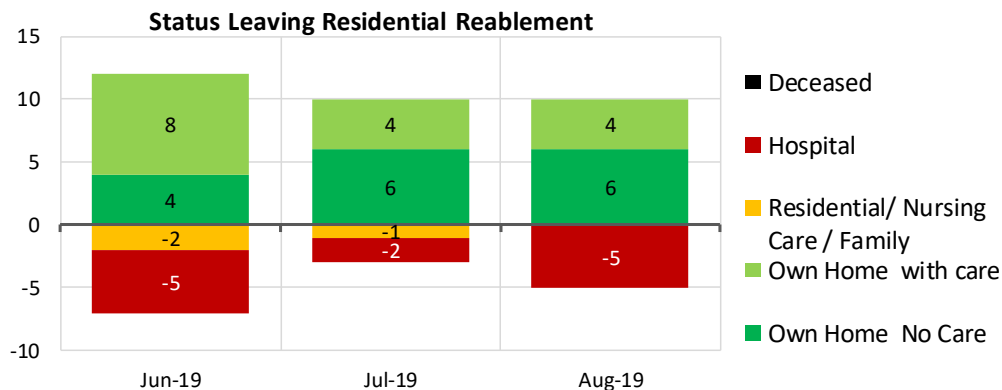
Effectiveness of Reablement

Residential Reablement

During July and August 2019 combined reablement services had an overall percentage of 71.5% of people returning to their own homes, independently and with care packages. Bonymaen House discharges over this period were 67% returned home. From Ty Waunarlyydd 33% discharges went home. People appear to be staying in Ty Waunarlyydd longer, as there is often a wait for a placement to become available.

Further information appears in the main report on pages 24-26.

Leaving Residential Reablement	Jul-19		Aug-19		Desired Direction of Travel
	BH	TW	BH	TW	
Left Residential Reablement	10	3	15	0	High
<i>Of Which</i>					
Own Home - no care	6		6		High
Own Home - with care	3	1	4		High
Residential/ Nursing Care / Family		-1			Low
Hospital	-1	-1	-5		Low
Deceased					--
% Went home	90%	33%	67%	-	High
Average Length of Stay	21.7	88	29.1	-	Low



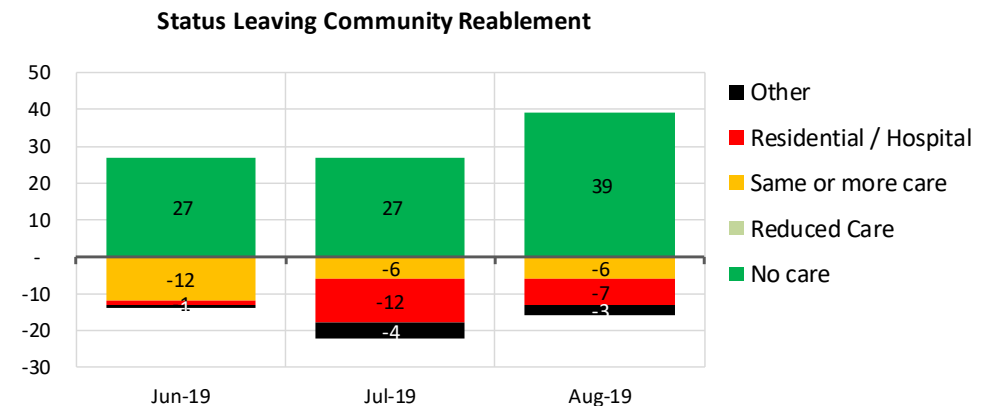
Community Reablement

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.

System changes have led to discontinuity in reporting methods for the in-house service affecting data during the first half of 2019. We believe that the data is now stable and reporting is consistent as it is possible to be.

Further information appears in the main report on pages 20-23.

Leaving Community Reablement	Jun-19	Jul-19	Aug-19	Desired Direction of Travel
Left Community Reablement	41	51	55	High
<i>Of which</i>				
No care	27	27	39	High
Reduced Care				High
Same or more care	- 12	- 6	- 6	Low
Residential / Hospital	- 1	- 12	- 7	Low
Other	- 1	- 4	- 3	Low
% reduced / no care	65.9%	52.9%	70.9%	High
Average Days in Service	24.7	23.7	22.9	Low



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.

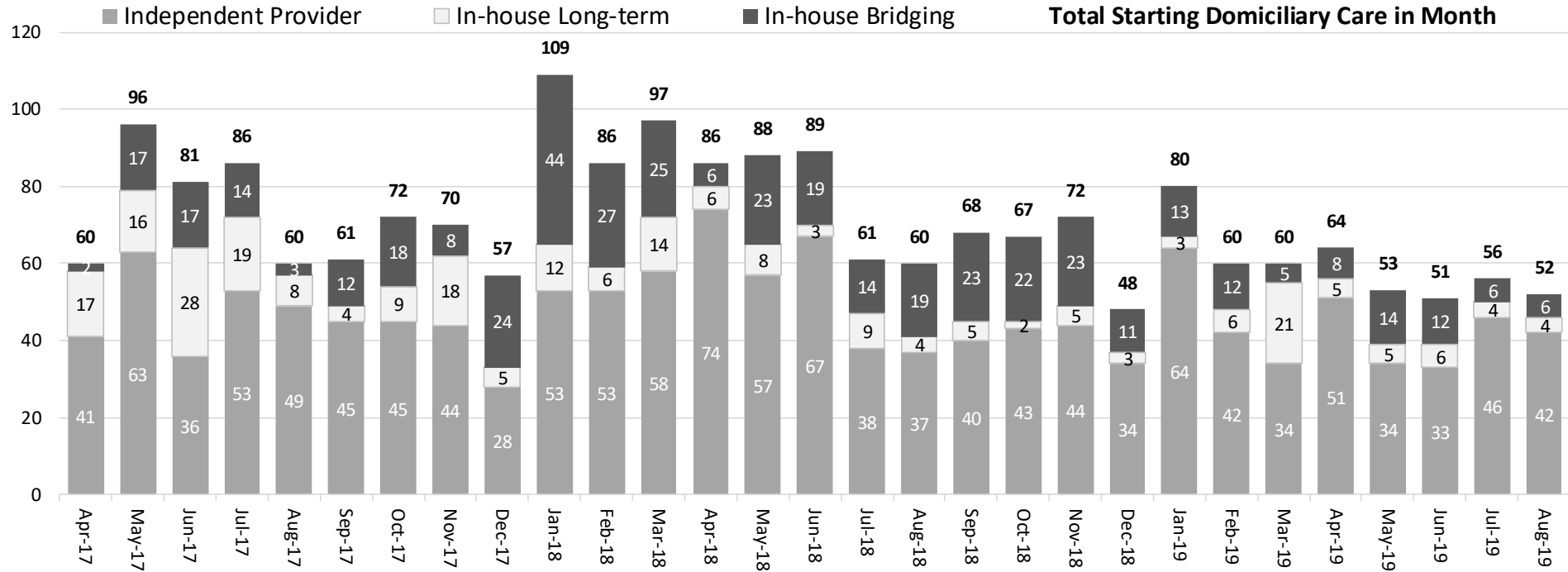
System changes have led to discontinuity in reporting methods for the in-house service affecting data during the first half of 2019. We believe that the data is now stable and reporting is as consistent as it is possible to be.

Further information appears in the main report on pages 32-35.

Month	Jun-19	Jul-19	Aug-19	Desired Direction of Travel
New starters	51	56	52	Low
Of which				
In-house	6	4	4	Low
External	33	46	42	Low
Bridging	12	6	6	Low
<i>% internal</i>	<i>35.3%</i>	<i>17.9%</i>	<i>19.2%</i>	<i>Low</i>
Receiving Care During Month	1,196	1,208	1,215	Low
Of which:				
In-house	96	95	94	Low
External	1,027	1,045	1,058	Low
Bridging	73	68	63	Low
<i>% internal</i>	<i>14.1%</i>	<i>13.5%</i>	<i>12.9%</i>	<i>Low</i>
Hours Delivered in Month	65,213	68,051	68,255	Low
Of which:				
In-house	8,630	7,754	7,527	Low
External	54,569	58,157	59,044	Low
Bridging	2,014	2,140	1,954	Low
<i>% internal</i>	<i>16.3%</i>	<i>14.5%</i>	<i>13.9%</i>	<i>Low</i>
Average Weekly Hours	12.72	12.72	12.69	Low
Of which:				Low
In-house	21.0	18.4	18.1	Low
External	12.4	12.6	12.6	Low
Bridging	6.4	7.1	7.0	Low

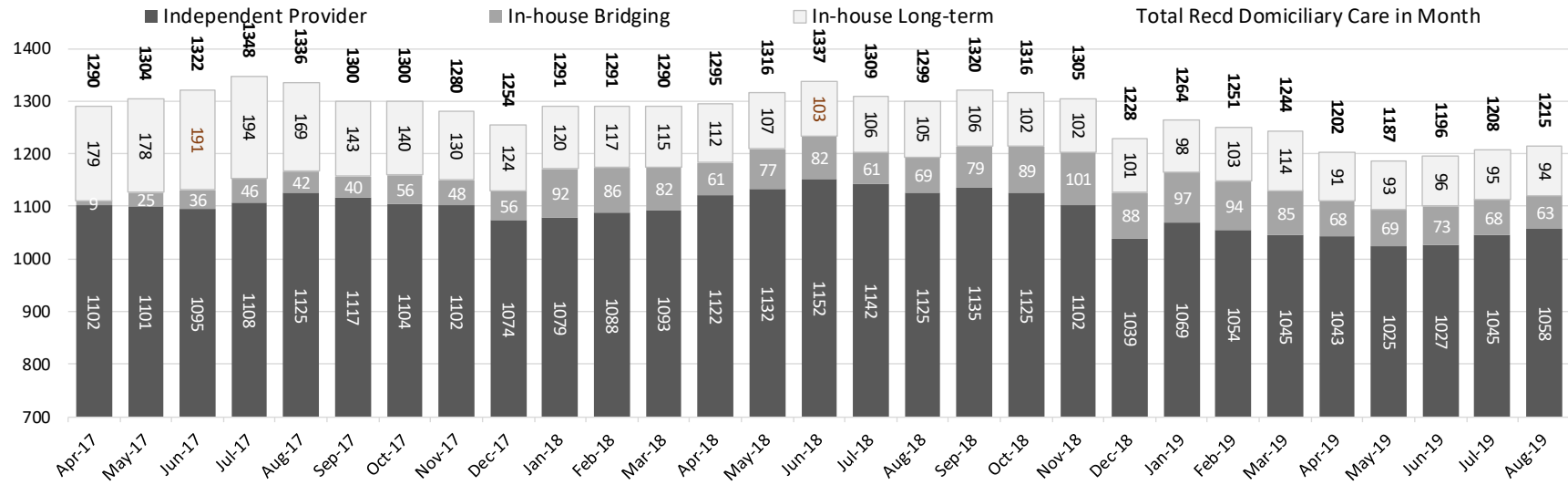
Adult Services Performance Headlines

People Starting to Receive Domiciliary Care

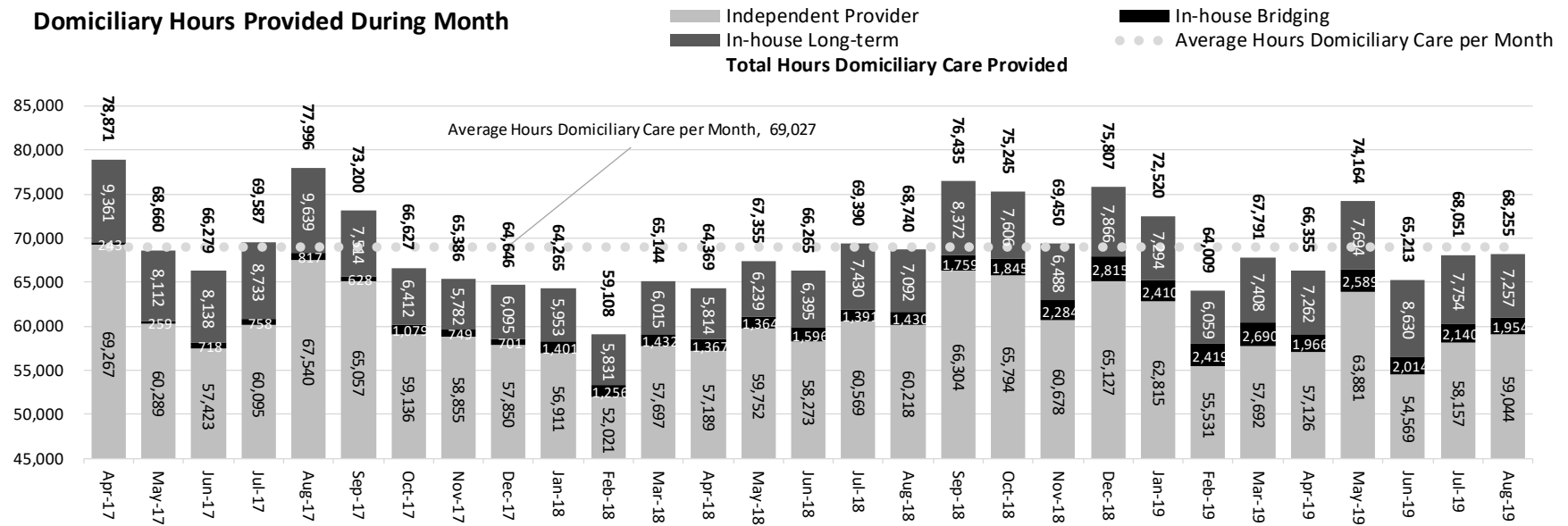


Adult Services Performance Headlines

Number Receiving Domiciliary Care During Month



Domiciliary Hours Provided During Month



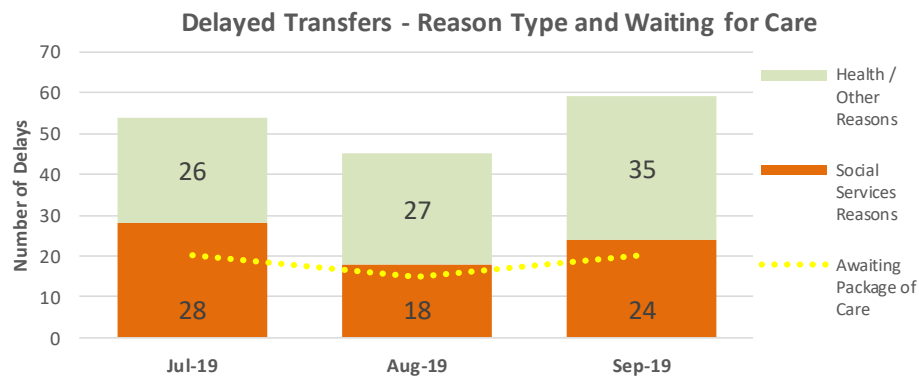
Adult Services Performance Headlines

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 9.

Delayed Transfers	Jul-19	Aug-19	Sep-19	Desired Direction
Total Delays	54	45	59	Low
Of which				
Health / Other Reasons	26	27	35	Low
Social Services Reasons	28	18	24	Low
% social services	51.9%	40.0%	40.7%	Low
Awaiting Package of Care	20	15	20	Low
% of Social Services Reasons	71.4%	83.3%	83.3%	Low

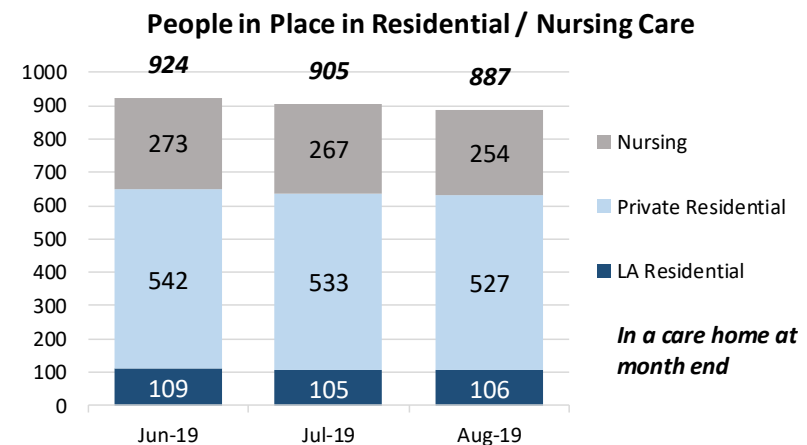


Residential Care for Older People

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 2019/20.

Further information appears in the main report on pages 27-28.

Permanent Residential Care for People Aged 65+	Jun-19	Jul-19	Aug-19	Desired Direction of Travel
Admissions	22	28	19	Low
Discharges	24	39	26	Low
People in the Process of Transition	1	8	11	Low
In a care home at month end	924	905	887	Low
Of which:				Low
LA Residential	109	105	106	Low
Private Residential	542	533	527	Low

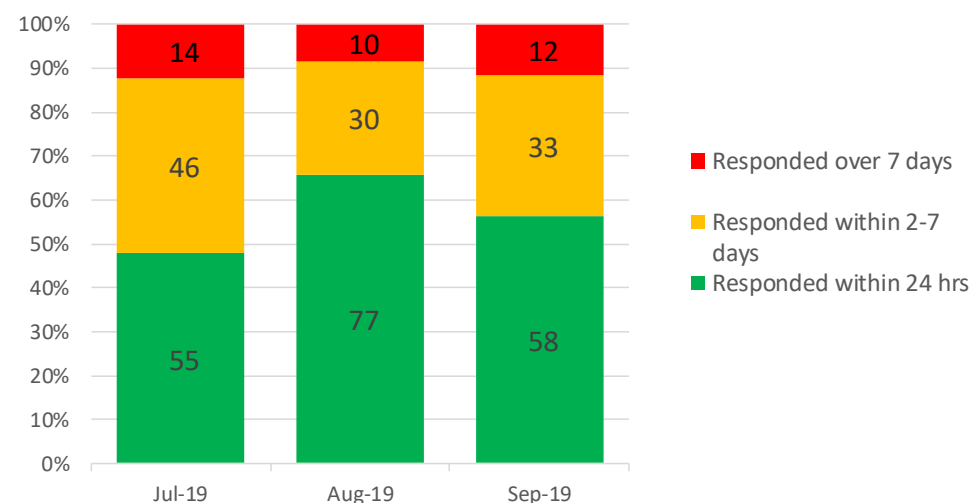


Adult Services Performance Headlines

Timeliness of Response to Safeguarding Issues

Month	Jul-19	Aug-19	Sep-19	Desired Direction of Travel
Enquiries Received	134	136	119	High
Cases worked on during the month	134	132	119	High
Did not proceed to threshold	9	10	10	Low
<i>% Did not proceed to threshold</i>	6.7%	7.6%	8.4%	Low
Awaiting response	10	5	6	Low
<i>% awaiting response</i>	7.5%	3.8%	5.0%	Low
Thresholds Completed	115	117	103	High
<i>Threshold completed % of Enquiries</i>	85.8%	86.0%	86.6%	High
Timeliness of Thresholds Completed				
Responded within 24 hrs	55	77	58	High
<i>% thresholds responded within 24 hrs</i>	47.8%	65.8%	56.3%	High
Responded within 2-7 days	46	30	33	High
<i>% thresholds responded within 2-7 days</i>	40.0%	25.6%	32.0%	High
Responded over 7 days	14	10	12	Low
<i>% thresholds responded over 7 days</i>	12.2%	8.5%	11.7%	Low
Outcomes for Thresholds Completed	115	117	103	High
Threshold Met	26	32	35	High
<i>% Threshold met</i>	22.6%	27.4%	34.0%	High
Threshold Not Met	72	69	54	Low
<i>% Threshold not met</i>	62.6%	59.0%	52.4%	Low
Inappropriate to safeguarding	17	20	14	Low
<i>% Inappropriate</i>	14.8%	17.1%	13.6%	Low

Timeliness of response to Safeguarding Enquiry



Performance on the proportion of referrals which received a threshold decision within 7 days decreased in September 2019 to 88.3%, compared to August's result of 91%. We will maintain focus on swift responses to safeguarding enquiries and seek to achieve and maintain performance of >90%.

34% of enquiries met threshold in September 2019, 54.4% did not meet threshold and 13.6% 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 pages 39-39.

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

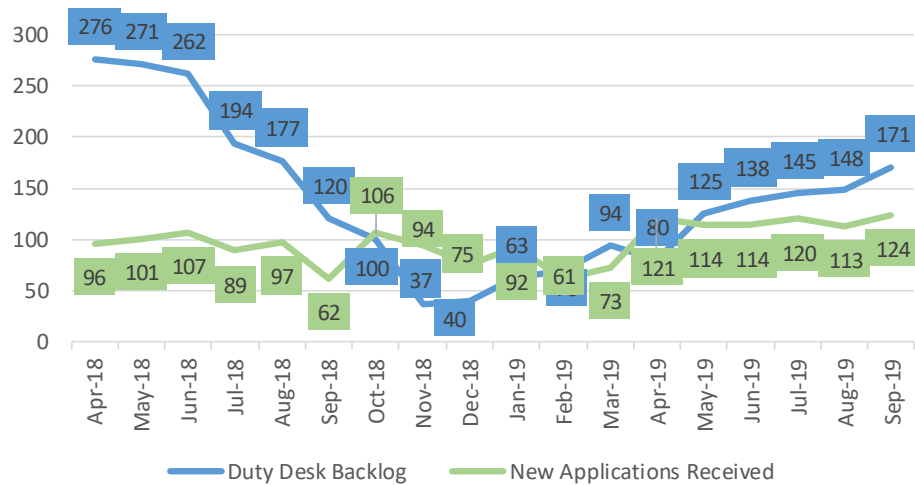
Adult Services Performance Headlines

Timeliness of Deprivation of Liberty Assessments

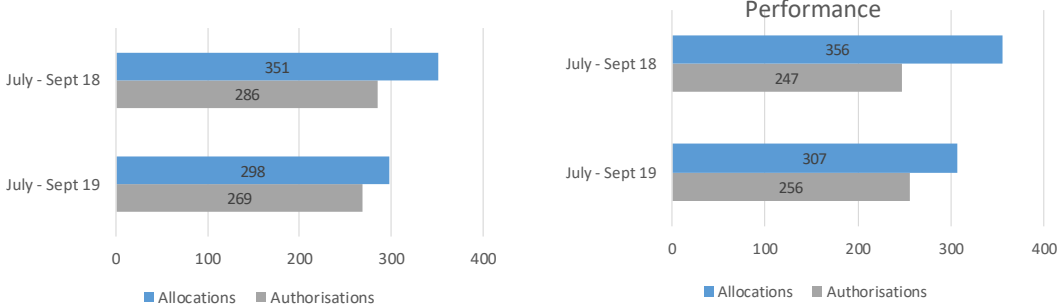
During 2018/19, a new DoLS Team was implemented. There was a specific issue with timeliness for the majority of BIA and SB assessments. The new working arrangements had shown an increase in performance in all areas in recent months. Unfortunately recent staffing issues have impacted on this since Spring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

Related information appears in the main report on pages 40-41.

DoLS Backlog and New Referrals



Quarterly Best Interest Assessor Performance



Quarterly Signatory Body Performance

