



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

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Date 07 June 2018
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel 16 May 2018. It covers performance monitoring and explanation of budget outputs.

Dear Cllr Child

The Panel met on 16 May and looked at performance monitoring for March and April 2018 and received an explanation of budget outputs. We would like to thank Dave Howes and Alex Williams for attending to present the items and answering the Panel's questions. We appreciate their engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

Performance Monitoring

Alex Williams went through the Highlight Report focussing on a number of points and we made a number of comments, namely:

Summary report page 3 - Common Access Point. We heard that there is an improving trend and that there is much better coverage of multi-disciplinary teams since 1 April and the Department expects data to show an increase in referrals since then.

Summary report page 3 - Carer identified and Carer Assessment. The Panel was informed that there is a slightly fluctuating figure for assessments being completed. The Department hopes this will improve as a tick box has been added to the IT system

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since 1 April which just has to be ticked to show if an assessment has been carried out or not.

Summary report page 4 - Long Term Domiciliary Care. We were pleased to hear that the Department is moving to a new rota for domiciliary care from 2 July so in-house capacity will be fixed and that generally they are seeing a much better flow through. We will continue to monitor this situation.

Summary report page 4 - Residential care for older people. We heard that the picture is fairly static and they are not seeing any reductions in numbers being admitted. We were informed that admissions need to be under 30 each month for sustainable operation and they are currently over this. We will be monitoring this going forward.

Summary report page 5 - Delayed Transfers of Care. We were informed that there is an increase in delays at Gorseinon Hospital which is being looked in to. We heard that it could just be that data is not being recorded accurately. We would like feedback on whether this is the reason for the delays.

Summary report page 5 - Reviews of Allocated Clients. This is not a great picture. We heard that there are concerns with the Learning Disability Team and Care Homes Quality Team's performance in reviewing client's needs and that targets are being set for improvement. The Panel is concerned about performance in undertaking reviews. We will want to keep an eye on assessments 'over a year'. This figure should reduce as additional money has been allocated in the budget for it. The Panel would like to see the average figures, for each team, for the time that clients are waiting 'over a year' since their last assessment.

Summary report page 6 - Community Reablement – We heard that there are issues with recording and not all data is being captured at present but that action is being taken to improve this. We hope to see improved accuracy of recording on the next performance monitoring report.

Summary report page 7 - Timeliness of Response to Safeguarding Issues. We heard that pre-screening is being introduced to deal with really low level issues in a different way. We stressed the importance of figures reflecting those individuals who definitely need help. We heard that we should see improvement to the 'responded within 7 days' figures by the end of this year.

Full report page 10 - Local Area Coordination (LAC). The Panel feels that the Department needs to start measuring outputs from this. We were informed that the Department need assistance to design a system which will record this information and we hope that this will happen in the very near future. The Panel was informed that responsibility for LAC is moving from Social Services to Poverty and Prevention. We will want to continue to monitor this area going forward as it is vital for Adult Services.

Full report page 36 - Discharges to Continuing Health Care (CHC). We heard of the Department's concerns about the very low levels of discharges to CHC funded placements. The Panel feels this is a very serious issue and we have asked the Chief Social Services Officer to provide data to the Panel on the low levels of discharges to CHC funded placements as soon as it is available. We will also be inviting ABMU to attend the Panel later in the year to discuss issues around Continuing Health Care.

Explanation of Budget Outputs

Dave Howes gave a presentation explaining some of the budget outputs and answered the Panel's questions. We appreciate that a great deal of work went into providing this information and we were pleased with the information provided. We will be informing Dave of the other areas we want him to focus on to explain the budget outputs for. However, we were concerned to hear that management information in the area of Mental Health and Learning Disability Residential and Supported Living Placements is not developed. The Panel feels it is essential that the Department has this information in order to budget accurately. We will want to be kept updated on development.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, and in this instance, ask that you provide a written response by Thursday 28 June 2018.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', with a stylized, cursive script.

PETER BLACK
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