

# Adults Performance Report

June 2018



Yn agored a blaengar - Open and enterprising

  
Powys



## Executive Summary



### What's working well?

- Number of supervisions being completed has significantly increased from 34% in December 2017 to 96% in June 2018
- Domiciliary Care capacity in North Powys has recently increased, and a number of outstanding packages picked up resulting in better flow aided by the in-house bridging team
- Initial interest shown in Soft Market Test around potential future of the Council's 12 care homes
- Cases allocated in a timely manner evidenced by reduced delays
- Number of service users receiving domiciliary care has reduced over the last 12 months
- The efficiency of the domiciliary care service has increased, more people are being supported using less hours to remain in the community with the correct level of support
- Percentage of identified carers being offered an assessment has significantly increased
- Provision of support through technology enabled care is increasing
- The volume of care and support plans reviewed has increased, ensuring the correct level of service is provided
- Staff retention has improved within operational service



### What are we worried about?

- Challenges in retaining staff in the Brokerage Service
- Accuracy of housekeeping
- Number of care homes in Provider Performance
- Lack of domiciliary care capacity in some geographical areas which impacts on reablement capacity as they are unable to transfer care



## What do we need to do?

- Range of actions to continue to increase domiciliary care capacity
- Improve accuracy of Real Time reporting mechanisms
- All benchmarking data to be obtained from comparator authorities to be requested.
- More work with Business Support and Finance team to understand issues
- Work has been undertaken to develop and enhance the quality of the performance report, it is acknowledged that this is work in progress and further developments are required



## Top 5 indicators



### What's working well?

- 1e Average time individuals are waiting has reduced
- 2 Multi-agency team based in Royal Shrewsbury Hospital continues to maintain low level of delayed transfers of care
- 4 Weekly discussion with Senior Managers undertaken to understand gaps or issues.



### What are we worried about?

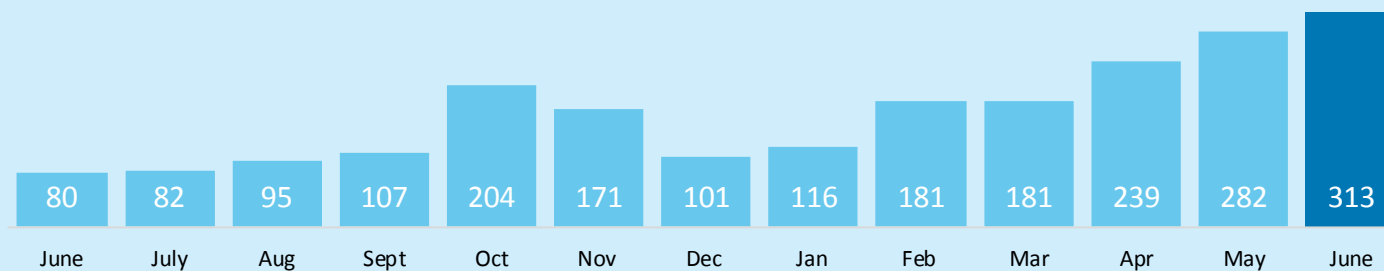
- 1a Inappropriate contact to PPD
- 1b Concerned about the increase in the number of contacts to the service
- 1e Challenges with brokering domiciliary care capacity remain ongoing. The statistics are based on an average which hides the extremes, as some individuals are waiting care for a significant period of time
- 2 Domiciliary care capacity moving into the winter months. Residential homes in provider performance resulting in reduced bed availability



### What do we need to do?

- 1a PPD Review underway
- 1b PPD review underway. Work with corporate partners to ensure the right enquiries go to the right place
- 1e Continue to work with providers to increase domiciliary care capacity and target reviews
- 2 Continue Winter planning with Partners
- 4 Ensure accuracy of reporting is maintained

### 1a. Number of Contacts to Powys People Direct



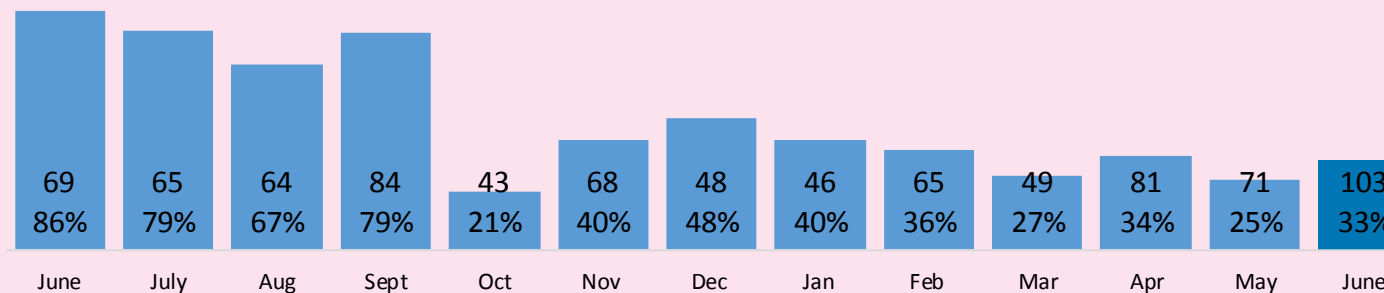
Trend

Welsh average

Target

YTD

### 1b. % contacts to referrals



Trend

Welsh average

Target

YTD

### 1c. % referrals to assessment



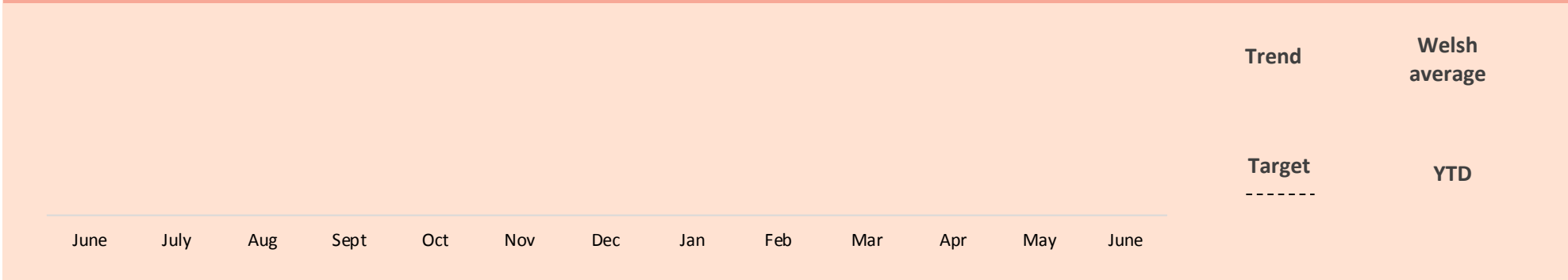
Trend

Welsh average

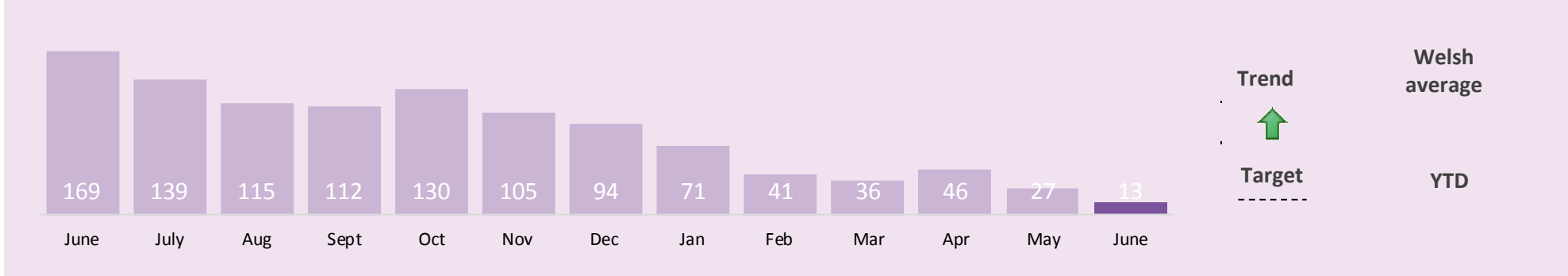
Target

YTD

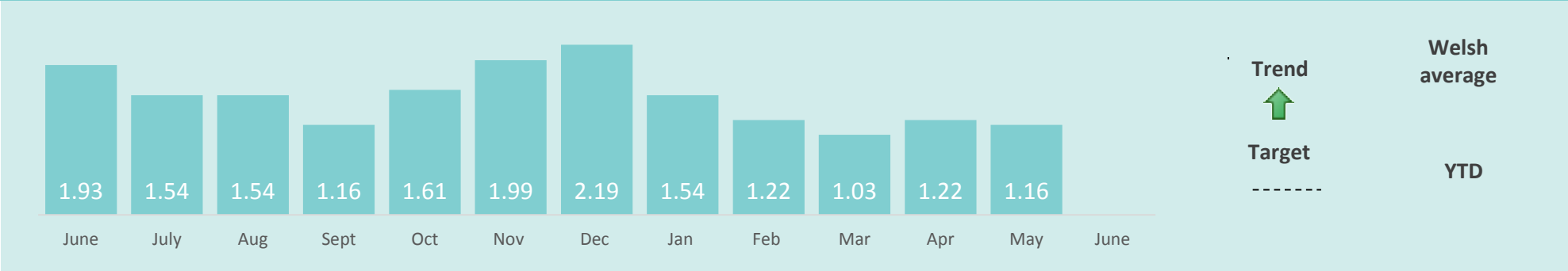
## 1d. % of assessments to service



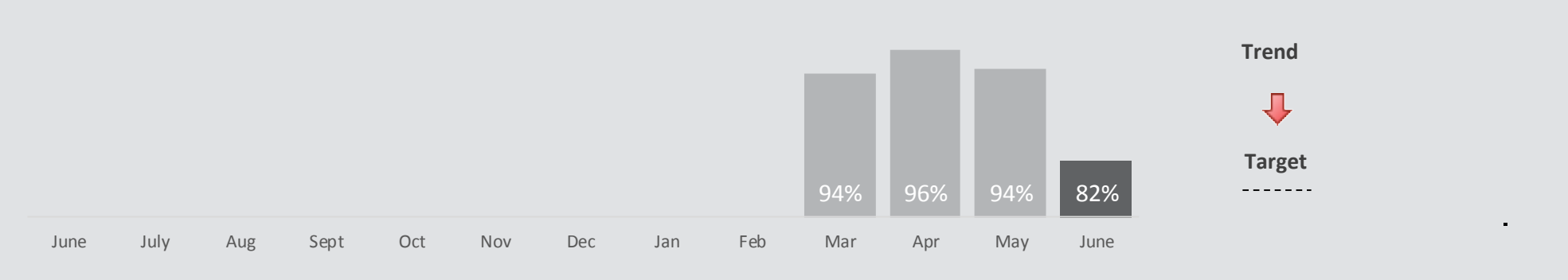
## 1e. Average time (days) referral to receipt of service



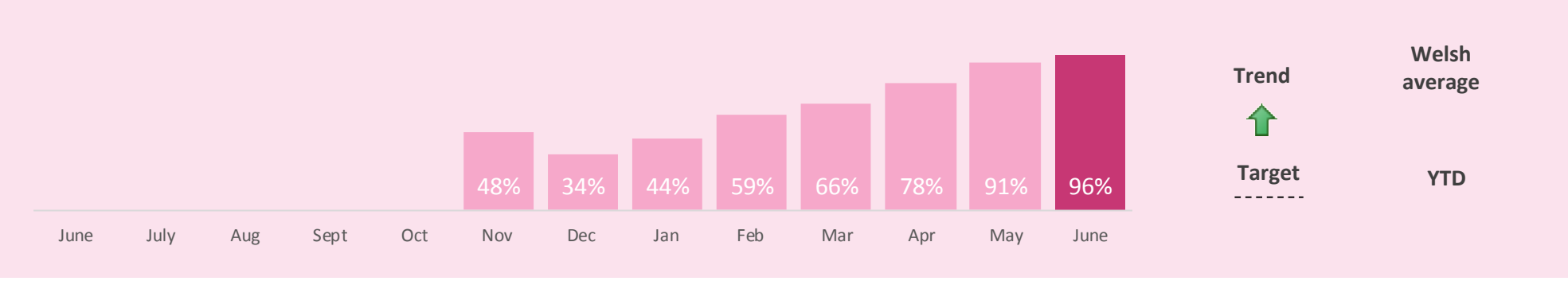
## 2. No. of persons (per 1000 population) aged 75 and over who experience a delay in returning to their own home or social care setting following hospital treatment



3. Measure 18 – The Percentage of adult safeguarding enquiries completed within statutory timescales



4. % of case supervisions held



5. QA – To Be Developed by Service Area





### What's working well?

- 6 - Upload of information onto Dewis – editors have been identified across the Council and the first tranche of training undertaken. Info-Engine is up-to-date/complete and houses all of the third sector information. Dewis will be launched at the Royal Welsh Show 2018



### What are we worried about?

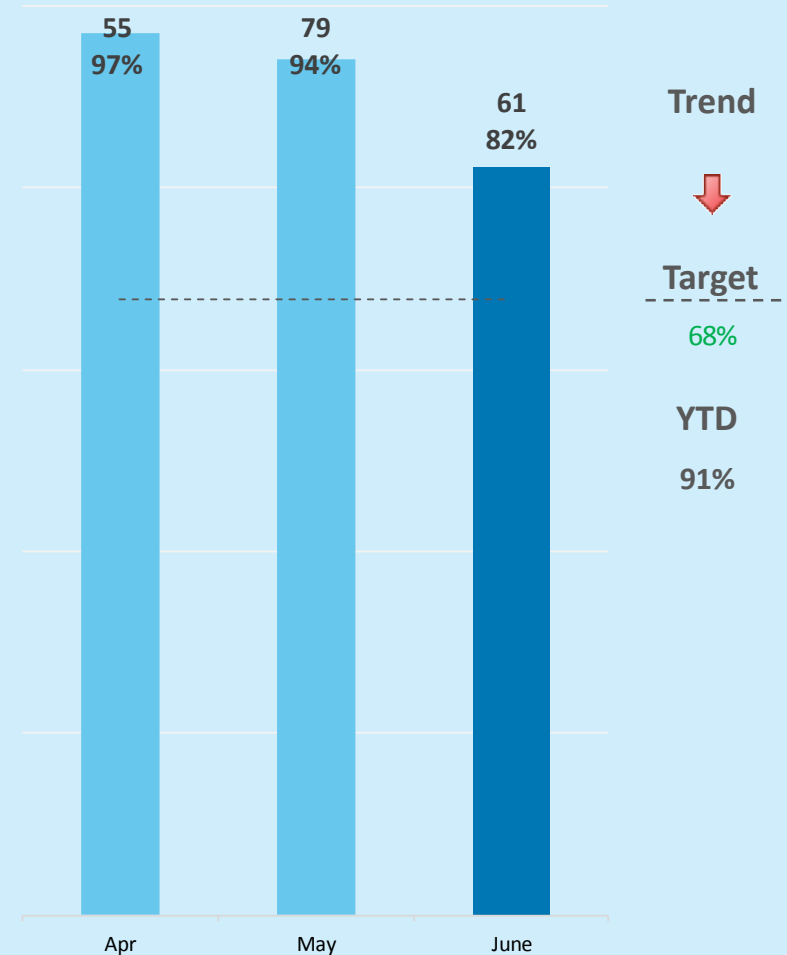
- 



### What do we need to do?

- 6 Anticipated baseline URLs will be included in Dewis which will link to main Powys County Council website. Timescale for completion of full project is December 2019
- 6 Changes in reporting of IAA to be implemented. Forms have been updated enabling more accurate recording/capture of data on open cases

### 6. % of adults who have received support from the IAA service and have not contacted the service again for 6 months







### What's working well?

- 7 Significant increase in assessments undertaken in a timely manner
- 11 The number of carers assessments carers completed is increasing
- 12 First local authority in Wales to be reporting on the Active Offer in this way
- 14 The percentage has increased with a high percentage of reablement clients achieving full independence
- 



### What are we worried about?

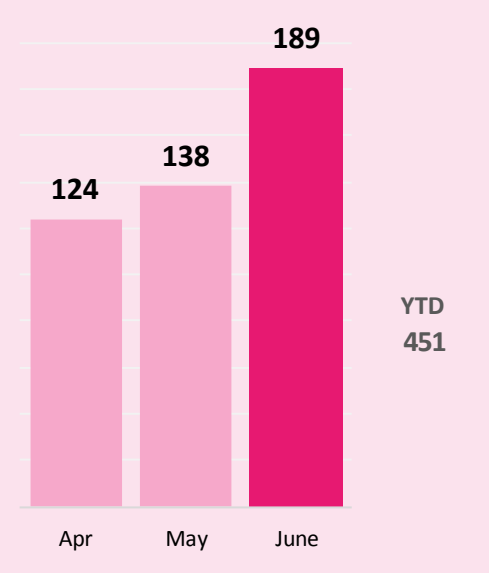
- 12 Percentage of assessments carried out through language of choice remains low



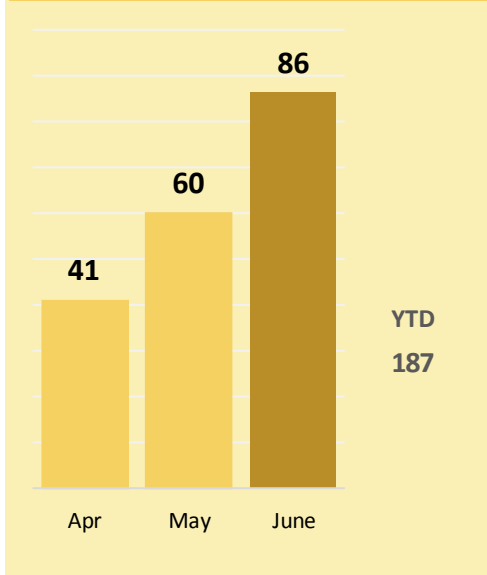
### What do we need to do?

- 7 Understand increase in demand to focus on new demand and existing demand
- 12 Staff roadshows due to commence week of 16<sup>th</sup> July 2018 at which a presentation will be delivered on the provision of the Active Offer

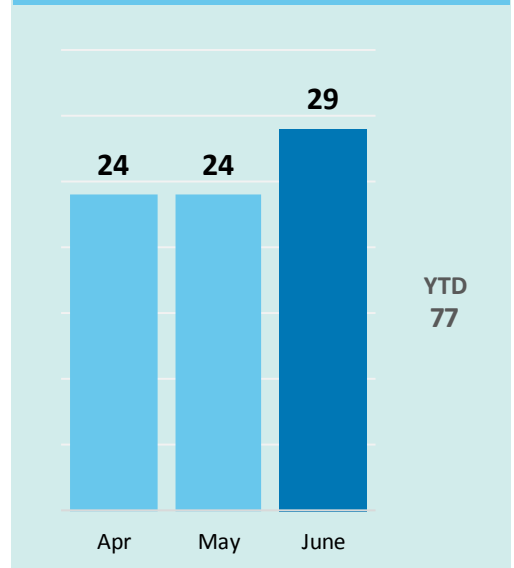
7. No. of assessments of need for care and support undertaken



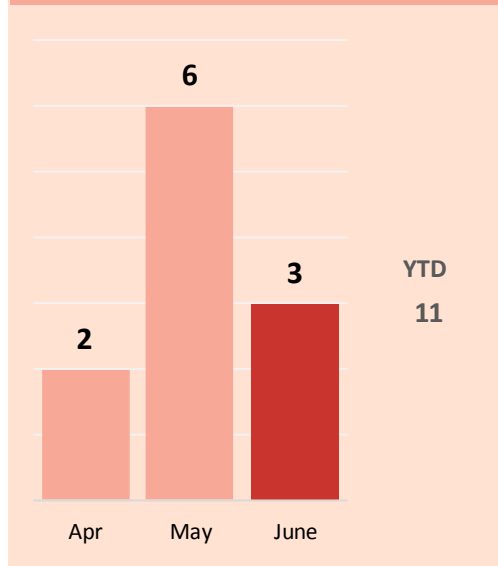
7a. Of these, no. of assessments that led to a care and support plan



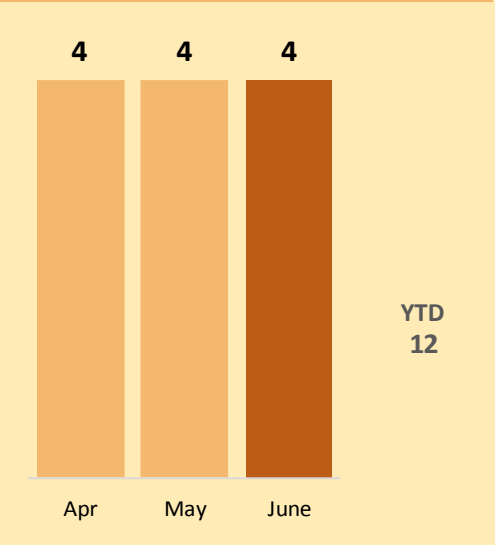
8. No. of assessments of need for carers undertaken



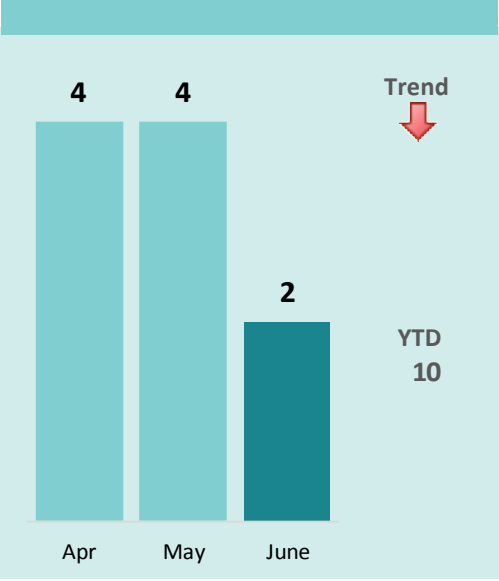
8a. Of these, no. of assessments which led to a care and support plan



9. The no. of requests for re-assessment of need for care and support and need for support made by an adult



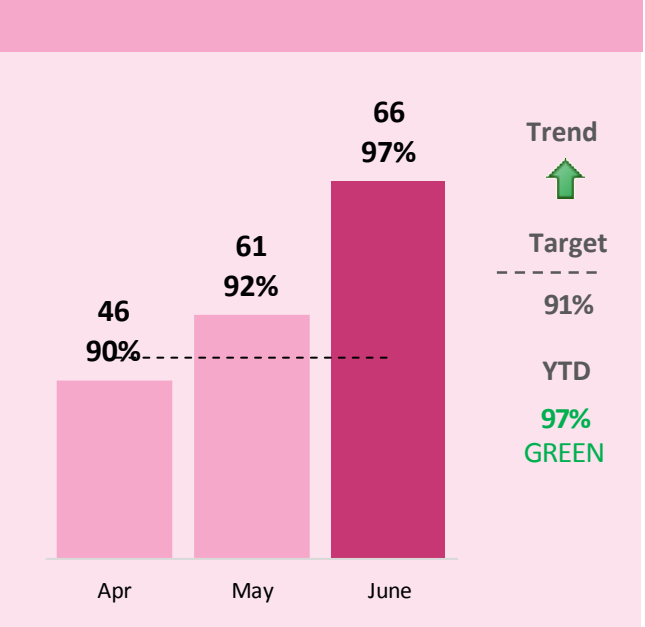
9a. Of these, no. of re-assessments undertaken



9b. Of these, no. of re-assessments that led to a care and support plan or support plan



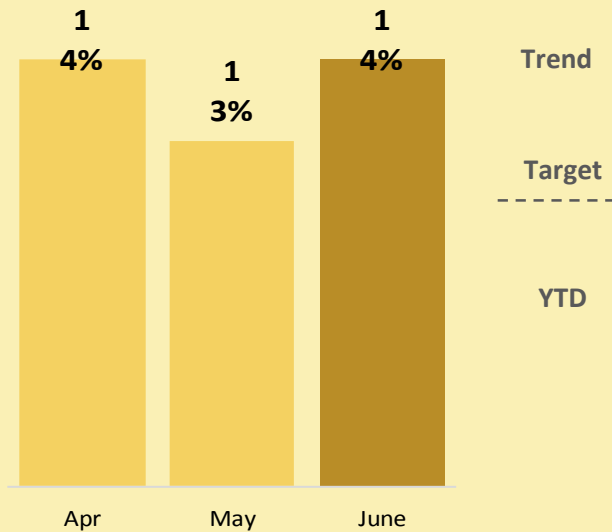
11. % of carers identified offered an assessment



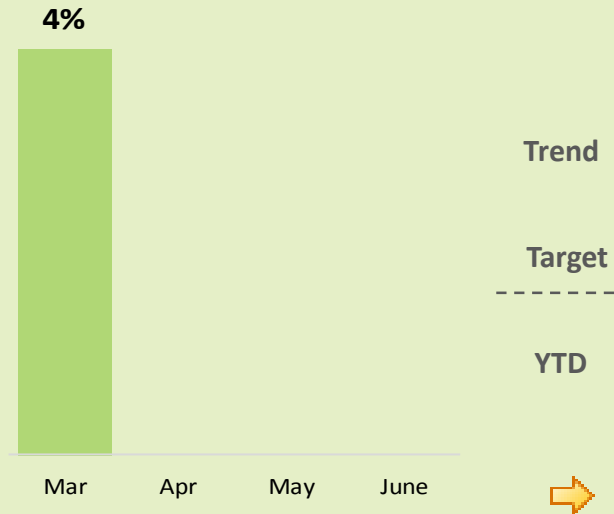
9. % of carers identified offered an assessment as at 31/03/2018



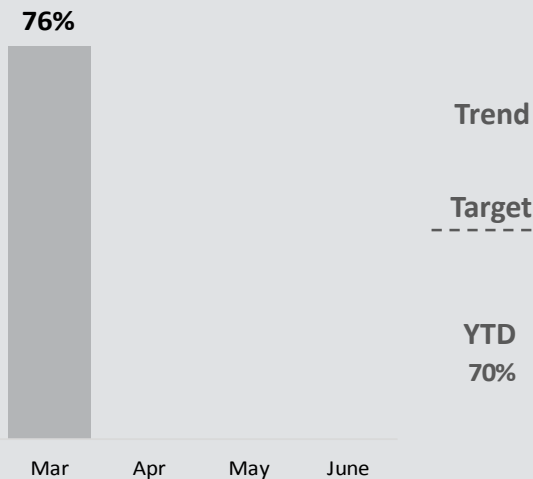
12. % of service users who received the Active Offer for assessment



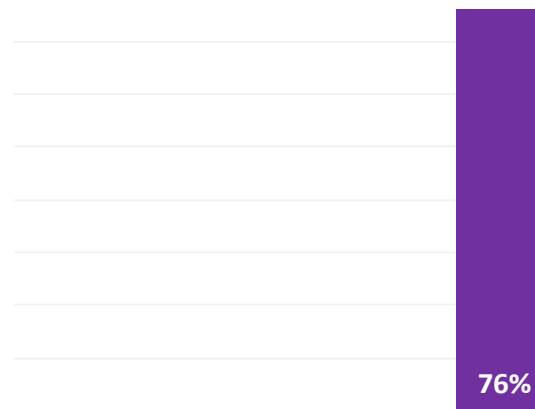
13. Measure 20a: % of adults who completed a period of Reablement and have a reduced package of care and support 6 months later



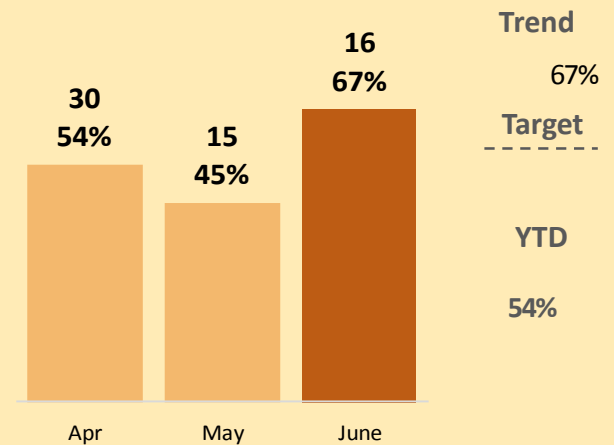
13a. Measure 20b: % of adults who completed a period of Reablement and have no package of care and support 6 months later



% of adults who completed a period of Reablement and have no package of care and support 6 months later as at 31/03/2018



14. % of Reablement clients achieving outcome





### What's working well?

- Volume of outstanding reviews has decreased



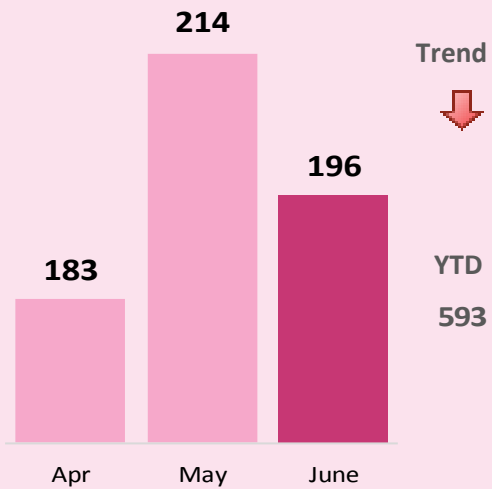
### What are we worried about?



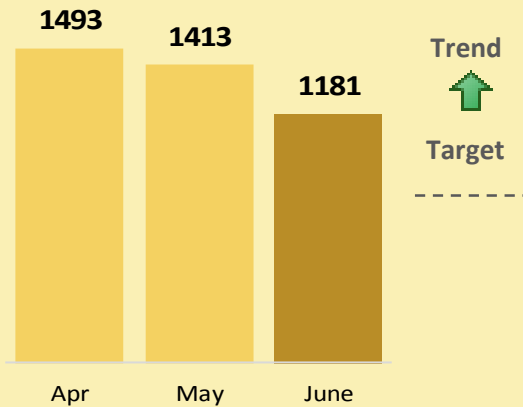
### What do we need to do?

- 17a Further consider and review report with Business Intelligence to determine how data is presented and recorded

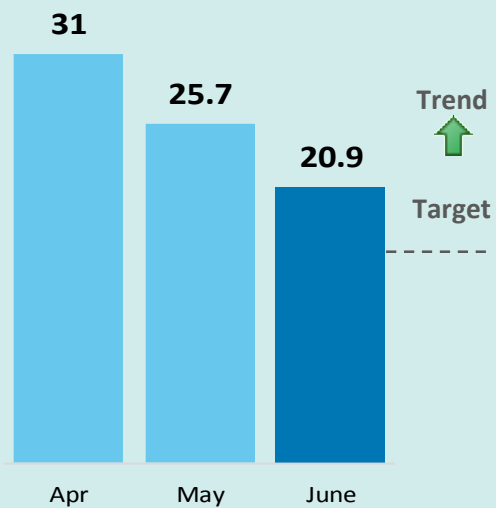
15. No. of care and support plans that were reviewed during the quarter



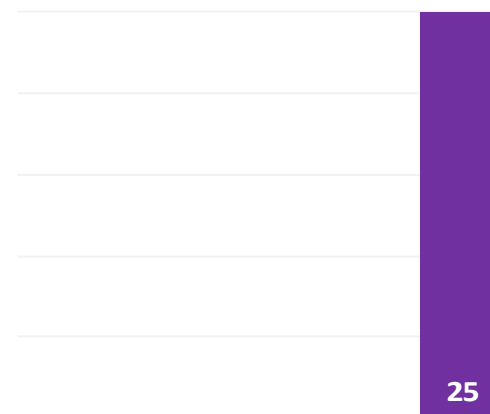
16. Volume of outstanding reviews



17a. Average caseloads per worker



15a. Average caseloads per worker as at 31/03/2017





### What's working well?

- 27 Safeguarding - Protection plans are not routinely completed as separate documents they can be in other documents



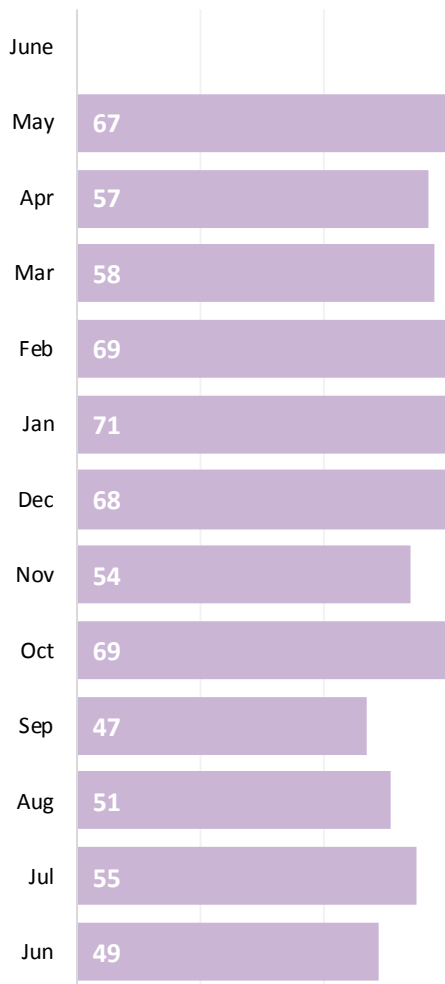
### What are we worried about?



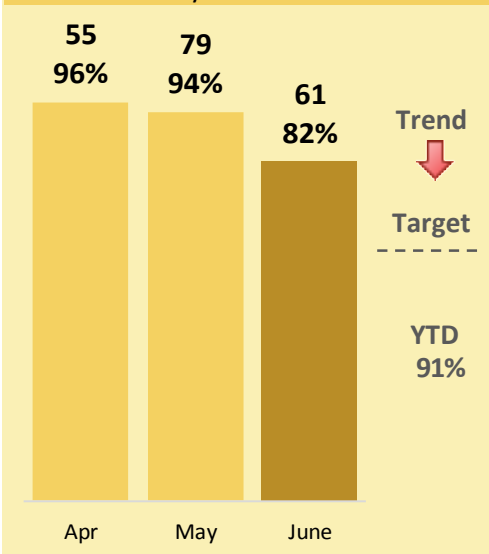
### What do we need to do?

- 27 Safeguarding - Agree a reporting method to accurately reflect the work undertaken
- Safeguarding:
  - Administrative errors, along with information not being returned by partner agencies, to enable completion of 7-day enquiries to be addressed
  - Capture data regarding discussions in line with Mid and West Wales Safeguarding Board reporting
  - Safeguarding outcomes and feedback for individuals to be included in the future

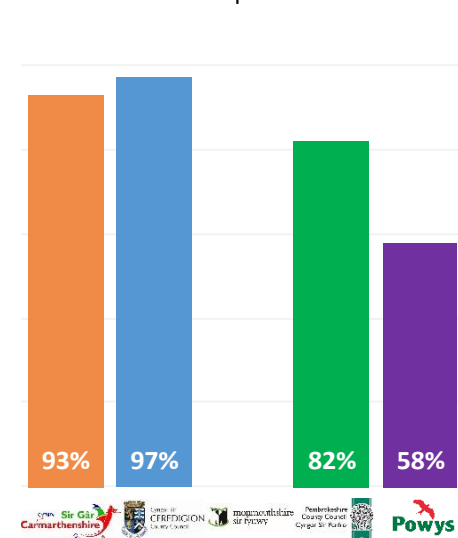
No. of clients referred to the adults protection team 17/18



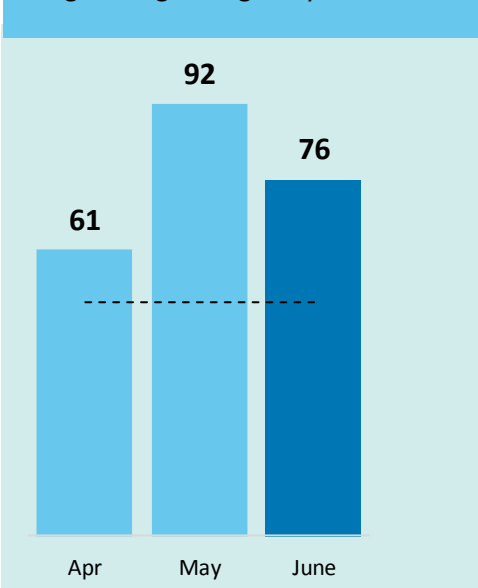
18. Measure 18 - % of adult safeguarding enquiries completed within statutory timescales



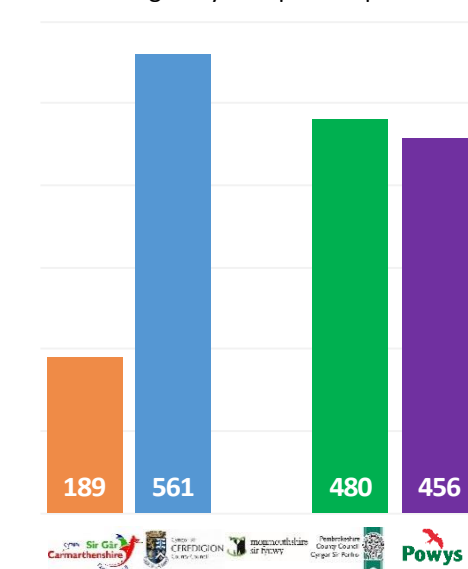
% of adult safeguarding enquiries completed within statutory timescales Apr - Sept 17



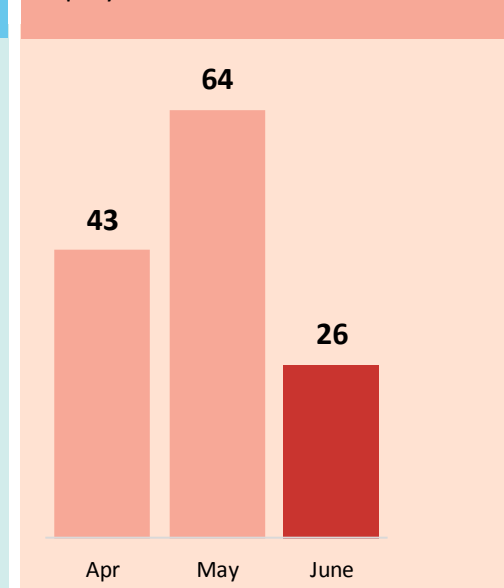
19. No. of referrals made to adult safeguarding during the year



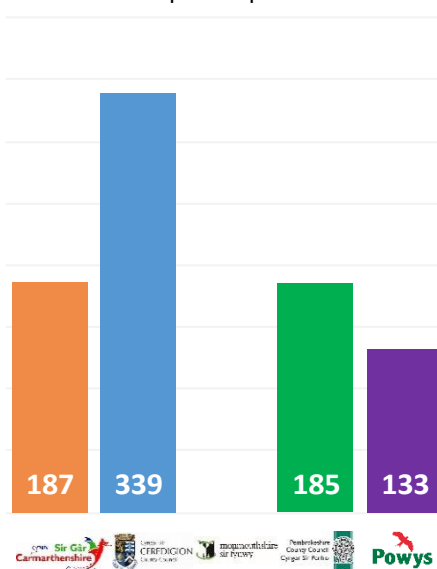
No. of referrals made to adult safeguarding during the year April - Sept 17



19a. Of these, how many led to an enquiry

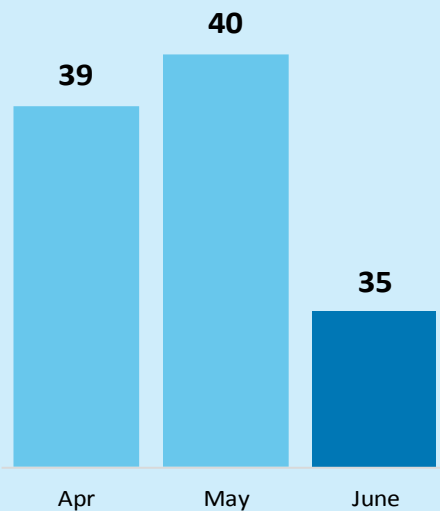


Of these, how many led to an enquiry April - Sept 17

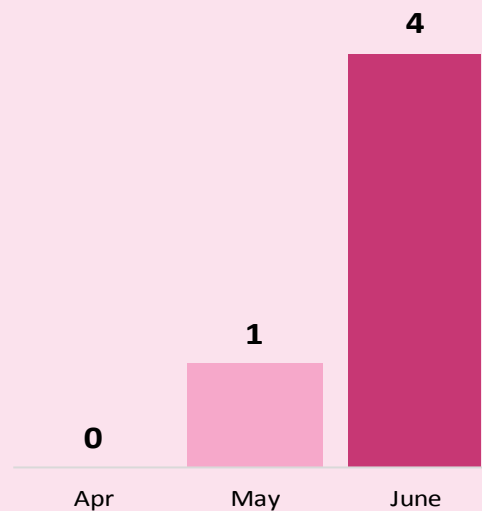




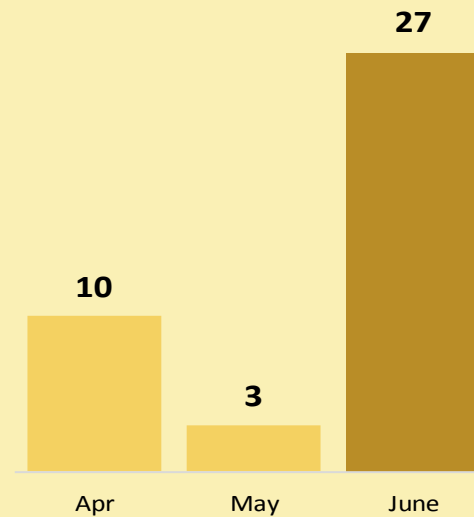
20. No. of enquiries which concluded that action was required



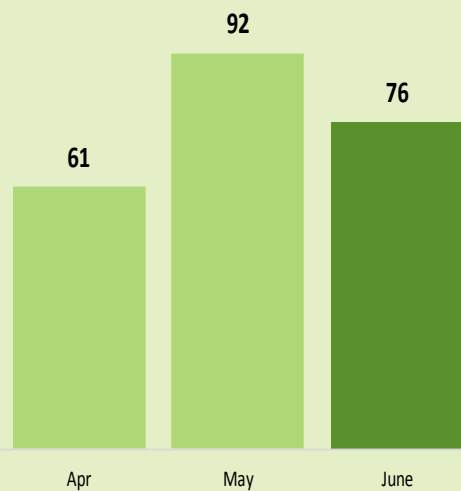
21. No. of criminal investigations concluded during the year



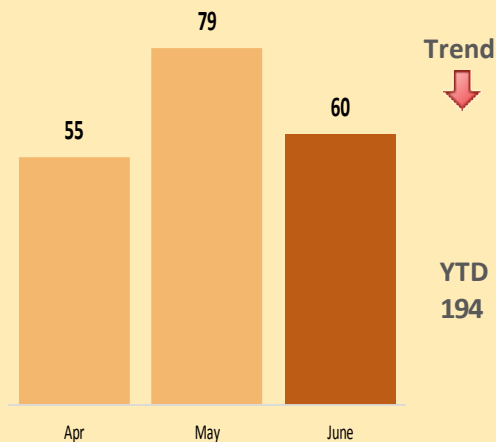
22. No. of non-criminal investigations concluded during the year



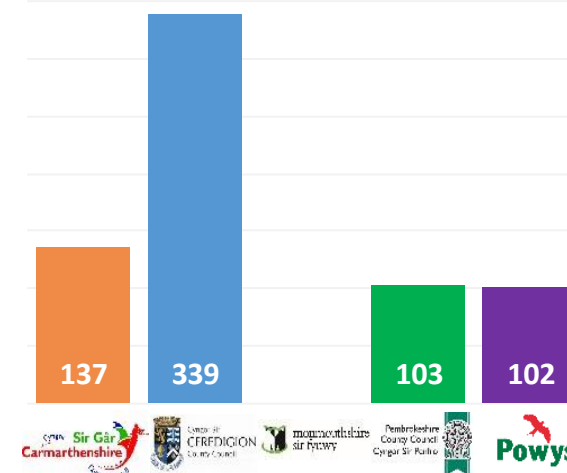
23. No. of Adult safeguarding enquiries received



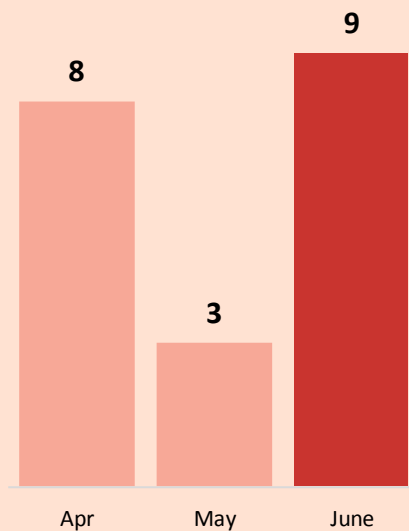
24. No. of Adult safeguarding enquiries complete within 7 days



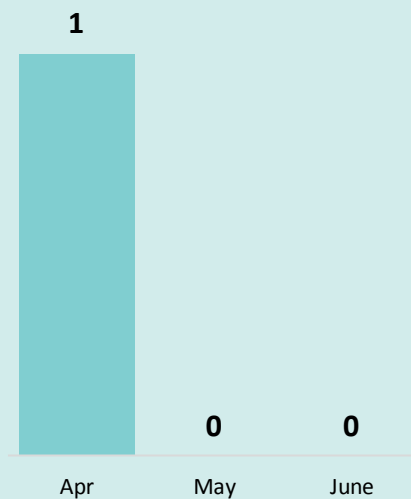
24. No. of Adult safeguarding enquiries complete within 7 days as at 31/03/2017



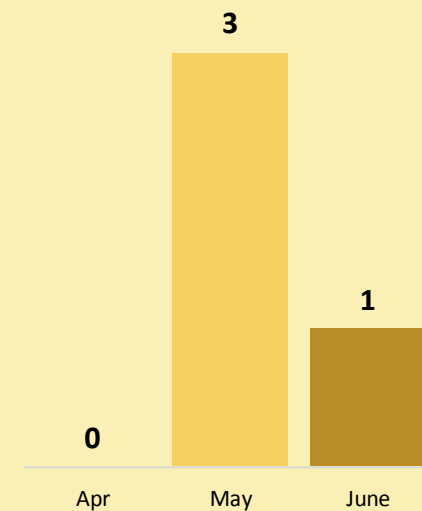
25. No. of strategy meeting which have taken place



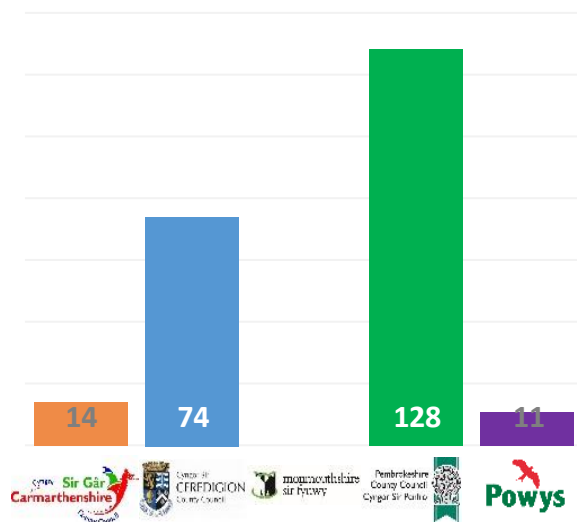
26. No. of case conferences completed



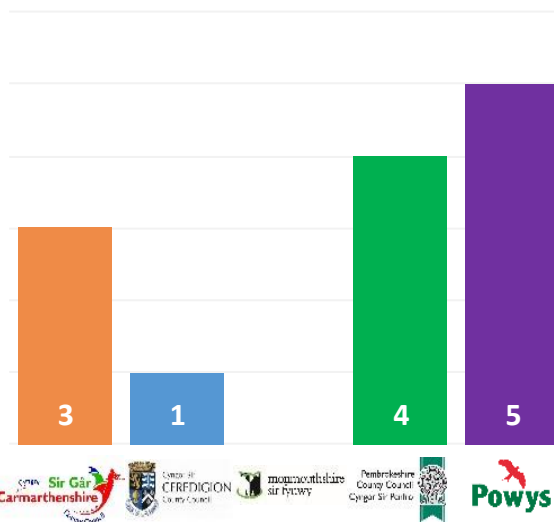
27. No. of Adult safeguarding plans complete



No. of strategy meeting which have taken place as at 31/03/2017



No. of case conferences completed as at 31/03/2017





### What's working well?

- 29 Initial interest shown in Soft Market Test around potential future of the Council's 12 care homes
- 29 Over a 12 month period numbers in residential care have slowly continued to decrease
- 30 Requests from Health and Social Care Professionals continuing to grow in volume. Case studies coming through evidencing good outcomes for individuals and unpaid carers
- 31 The RTH project has now completed the Progression assessments from those identified at initial start of project. In the month of June one gentleman has become a resident of Swansea, this is following a progression assessment. The individual moved from residential placement to a step down service and given the opportunity to learn new independent living skills. He is now living in his own tenancy with minimal support and has acquired ordinary residence of Swansea where he wished to live. He provided his social worker with a scrap book of photos reflecting his new life and is thriving. A real positive story. Cost efficiency realised approx. **£95K** per annum
- 32 Domiciliary Care capacity in North Powys has recently increased, and a number of outstanding packages picked up
- Accommodation Briefing:



Accommodation  
Briefing



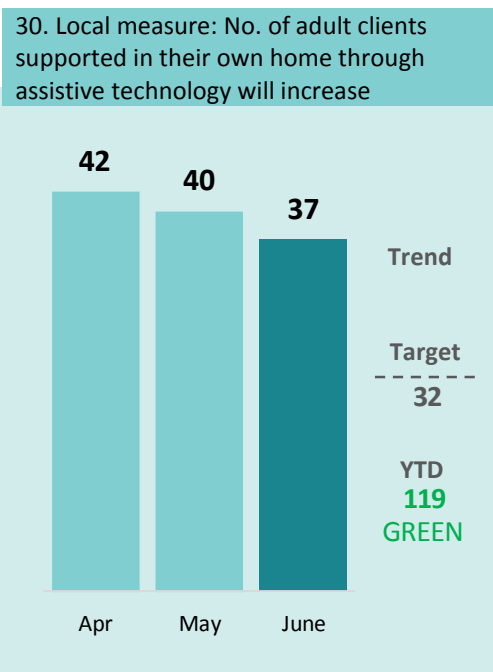
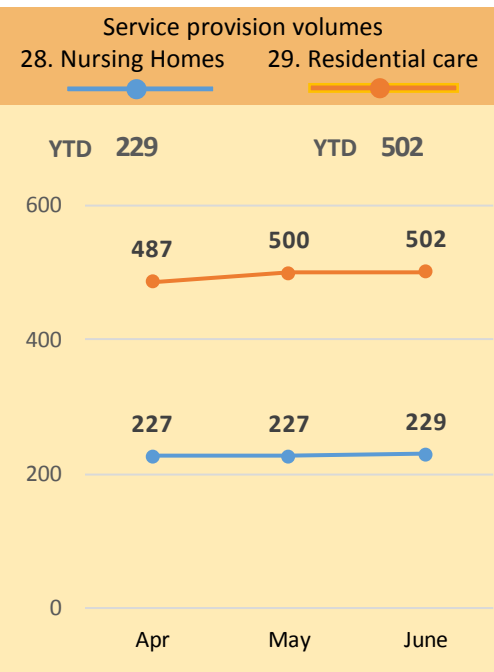
### What are we worried about?

- 28 and 29 Number of care homes in provider performance
- 28 and 29 Accuracy of housekeeping
- 29 Challenges in Brokering Capacity: Residential Care
- Accuracy of Real Time reporting mechanisms need to improve
- 30 The pace of rollout and expansion reliant upon a small number of individuals, 50% of which on short-term secondment
- 31 The initial identified people for the RTH project highlighted a number of individuals with high cost support packages
- 31 The project could reframe its scope to provide an opportunity to capture all of those living out of county and who currently within residential colleges. The project has focused on those out of county with limited focus placed on supporting people to remain in county and preventing them from having leave Powys to access other services which are not available
- 31 Contracts Monitoring Officer Post was not continued after post holder in new role, this has taken focus away from the efficiencies element to the project, which was a real success in 17/18 efficiency targets
- 32 Challenges in Brokering Domiciliary Care Capacity; significant delay in some cases

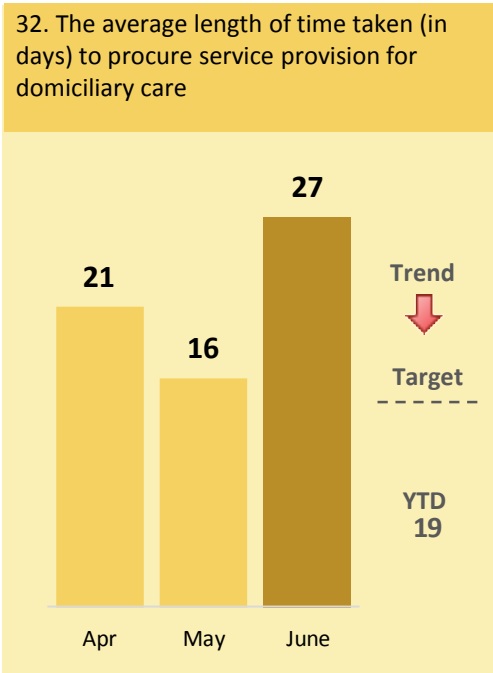
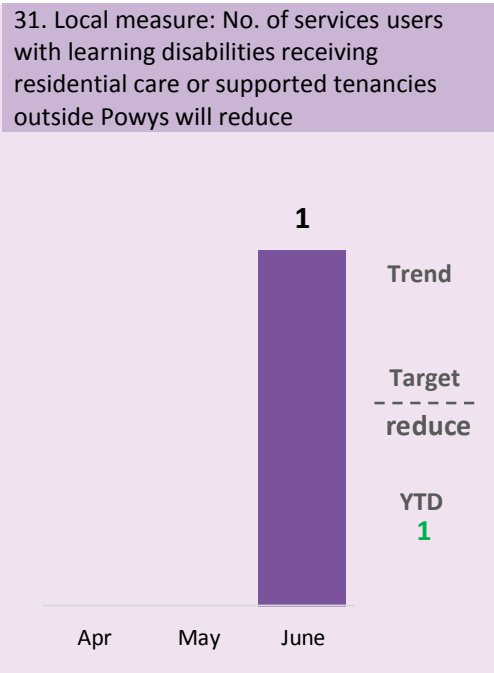
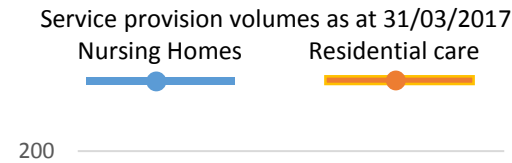


### What do we need to do?

- 29 Meet with / workshop following collation of provider / developer interest in the future of the council's 12 care homes
- 29 Complete work with partners to move towards joint residential care specifications
- Develop other options such as Extra Care Housing
- 30 Continue to evidence outcomes via case studies but start to evidence cost avoidance. Continue with strategy to embed the expertise in front line Health and Social Care staff but provide permanent central support through a number of 'technical' positions
- 31 Fresh look at the scope of the project has commenced to explore options for the prevention of individuals having to leave their community in addition to return to home
- 31 Key focus will be return to home but taking whole system approach to provide the optimum opportunity within existing supported housing within Powys for people to return eg creating movement within the system, assessing the night time support needs of people, increased use of assistive technology, community support / natural interdependencies, work with housing to develop accommodation options
- 31 Need to extend the focus of Progression assessments to those not identified within the original list
- 31 Contract monitoring officer post is currently out to advert and this will restart the work from 2017 around right sizing and contract negotiation work
- 32 Continue to develop the Domiciliary Care DPS



No. of adult clients supported in their own home through assistive technology as at 31/03/2017



The average length of time taken to produce service provision for domiciliary care as at 31/03/2017





### What's working well?

- 33 No overspend in period 3



### What are we worried about?

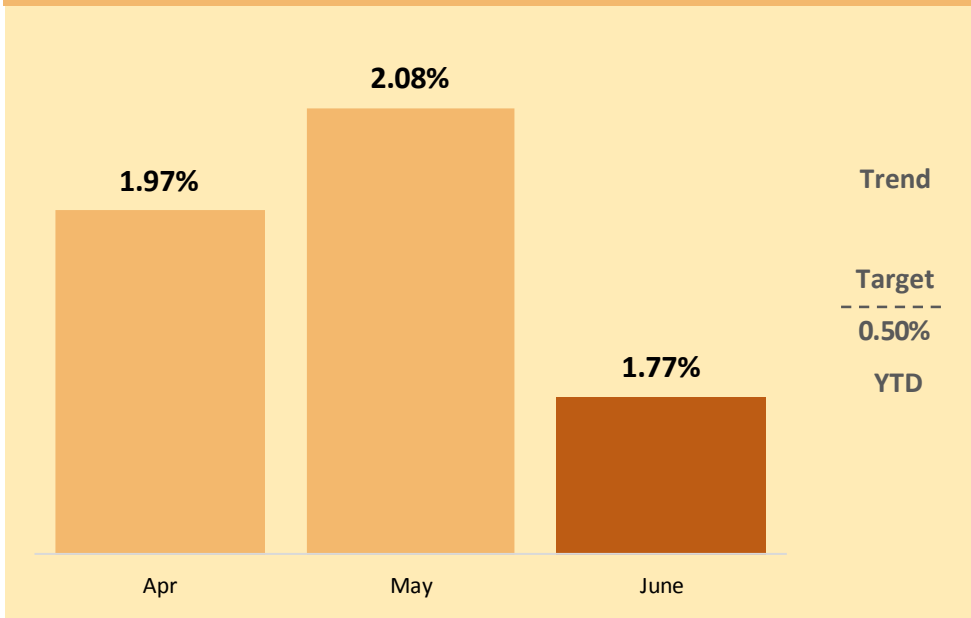
- 33 Continue to remain concerned regarding housekeeping but aware that Business Support are carrying a number of vacancies



### What do we need to do?

- 33 Continue to work with corporate colleagues on housekeeping

### 33. Service delivered with 0.5% variation revenue



Service delivered with 0.5% variation revenue as at 31/03/2017

0%



### What's working well?

- 37 Decrease in the number of agency social workers



### What are we worried about?

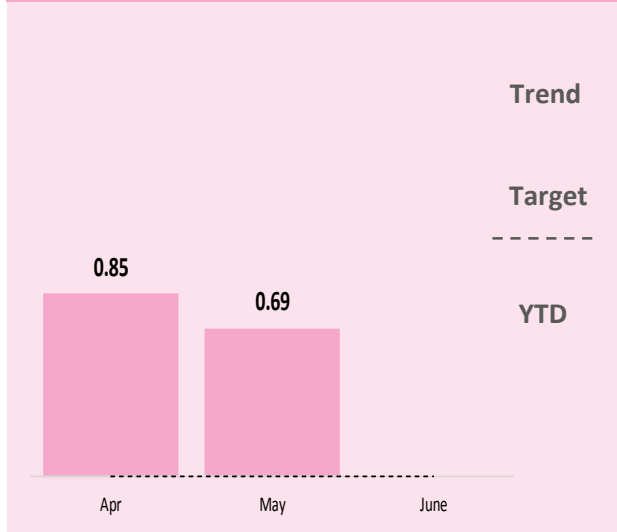
- 37 Need to recruit permanent staff particularly in the South to reduce need for further agency workers



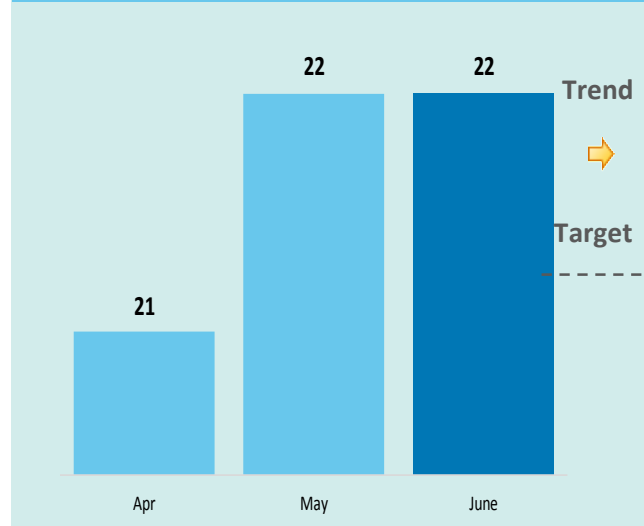
### What do we need to do?

- 35 Information for June is not available until payroll calculation complete
- 37 Adverts have gone out and recruitment evenings planned for September 2018

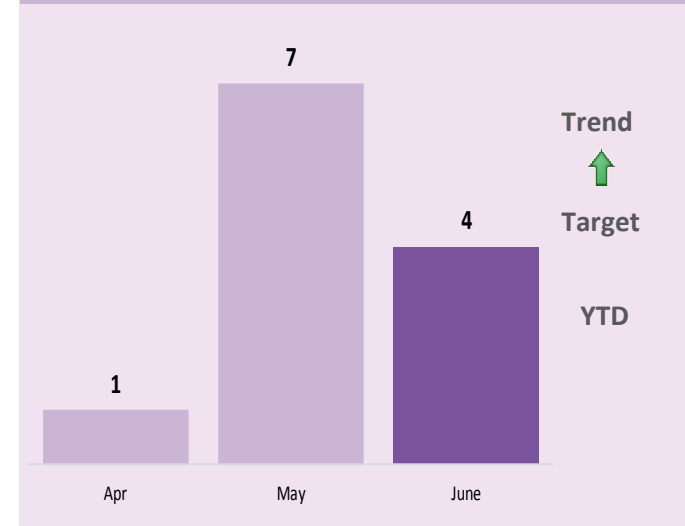
35. Average days sickness absence per FTE



37. No. of agency social workers in post



38. No. of leavers monthly







### What's working well?

- 39 19 audits completed in June in comparison to 14 audits in May
- 40 Currently we are identifying both good practice and areas that require improvement
- 41 Slight decrease in June of number of complaints received. Complaints are actively considered in OMT and SMT. Feedback from an All Wales Forum is that local authorities are seeing an increase in Stage 2 complaints, by comparison, the numbers in Powys are low which is reassuring
- 42 Example of outcomes: an individual who has been receiving a service for a number of years has been enabled to remain independent through provision of equipment; a couple were enabled to achieve their desired outcomes of being enabled to remain independent in in their own home; hospital staff have praised a worker for their constant updates, support and commitment



### What are we worried about?

- 40 We do not have a grading system to measure and analyse standards of practice
- 42 Staff still not recording compliments consistently



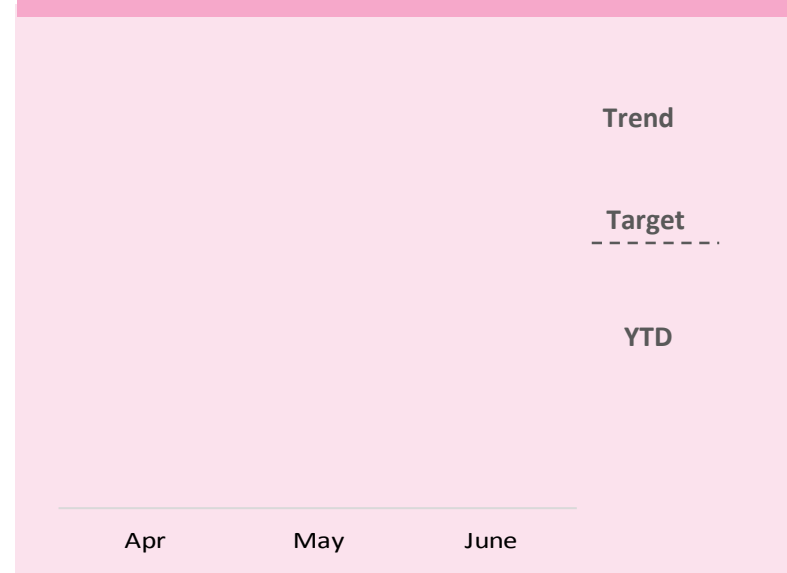
### What do we need to do?

- 39 Designated Quality Assurance Manager now in post and will monitor compliance
- 40 New audit tool introduced June 2018 with grading system to enable us to measure and analyse practice standards. This is currently being piloted and we aim to implement this in September 2018
- 41 From 1<sup>st</sup> September 2018, the reports to OMT and SMT will be presented in report format rather than verbal presentation to enable wider circulation to those not in attendance; this will include evidence of discussion re lessons learned
- 42 Remind staff in roadshows to record compliments

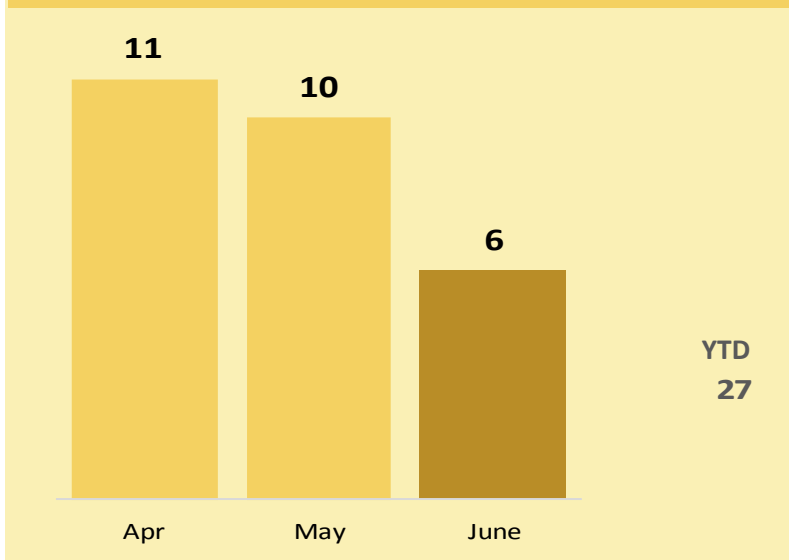
39. No. of case review quality audits undertaken



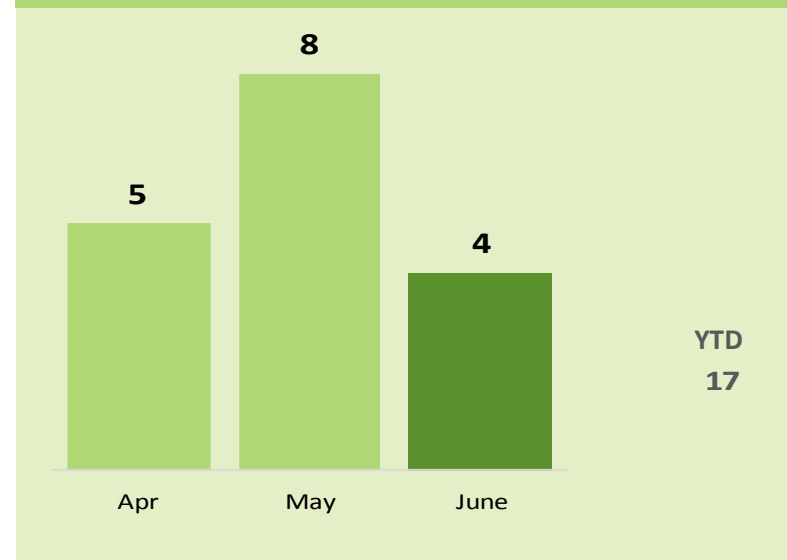
40. % case review quality audits meeting required standard



41. Volume of complaints received



42. Volume of compliments received





## What's working well?



## What are we worried about?

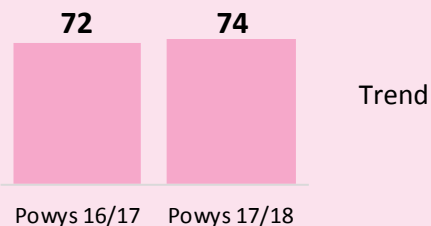


## What do we need to do?

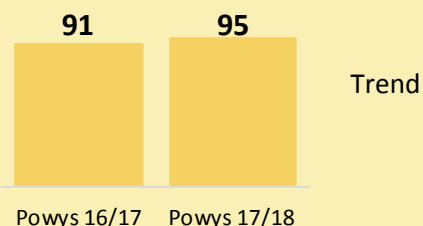
46 & 47 A lack of responses to our carers survey means the data for these measures cannot be collected.

### Annual summary:

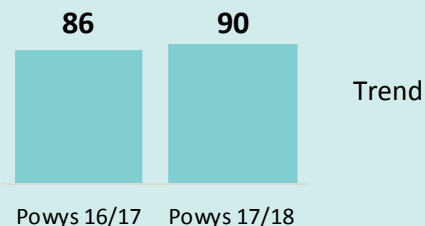
43. SSWB measure 7: People reporting they have received the right information or advice when they needed it



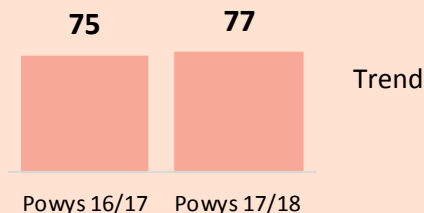
44. SSWB measure 8: People reporting they have received care and support through their language of choice



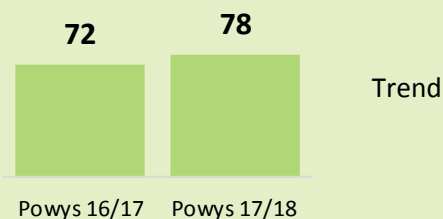
45. SSWB measure 9: People reporting they were treated with dignity and respect



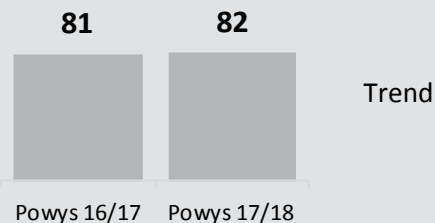
46. SSWB measure 11: People with a care and support plan reporting that they have been given written information of their named worker in social services



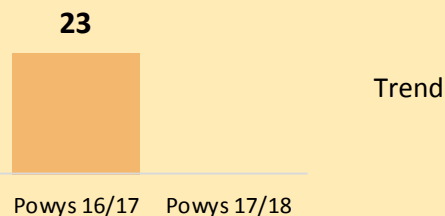
47. SSWB measure 12: People reporting they felt involved in any decisions made about their care and support



48. SSWB measure 13: People who are satisfied with care and support that they received



49. SSWB measure 15: Carers reporting they feel supported to continue in their caring role



50. SSWB measure 16: Carers reporting they felt involved in designing the care and support plan for the person that they care for

