

# ADULT SERVICES

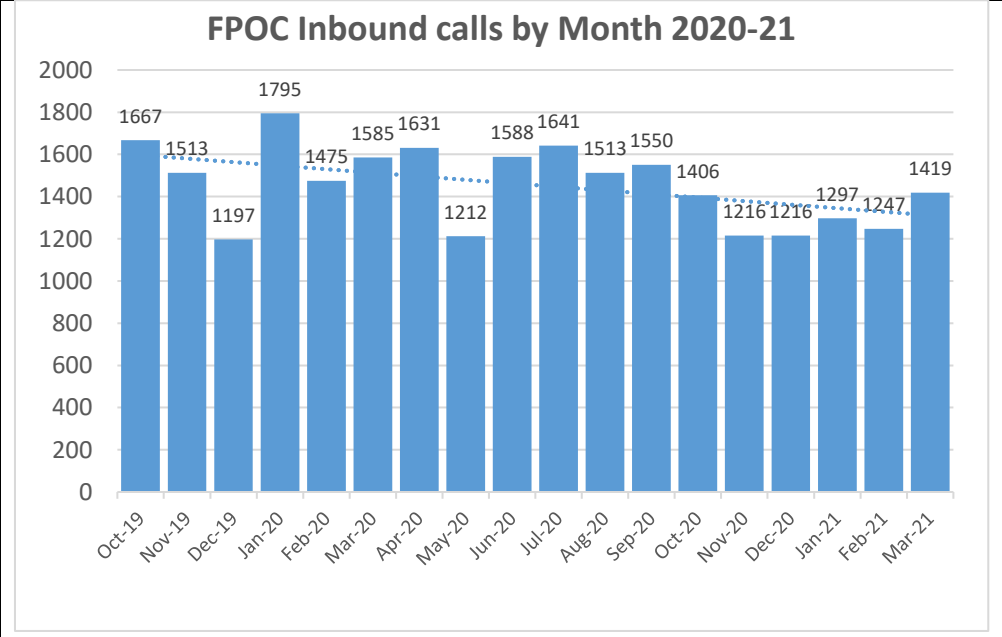
## PERFORMANCE REPORT

### QUARTER 4 2020-21

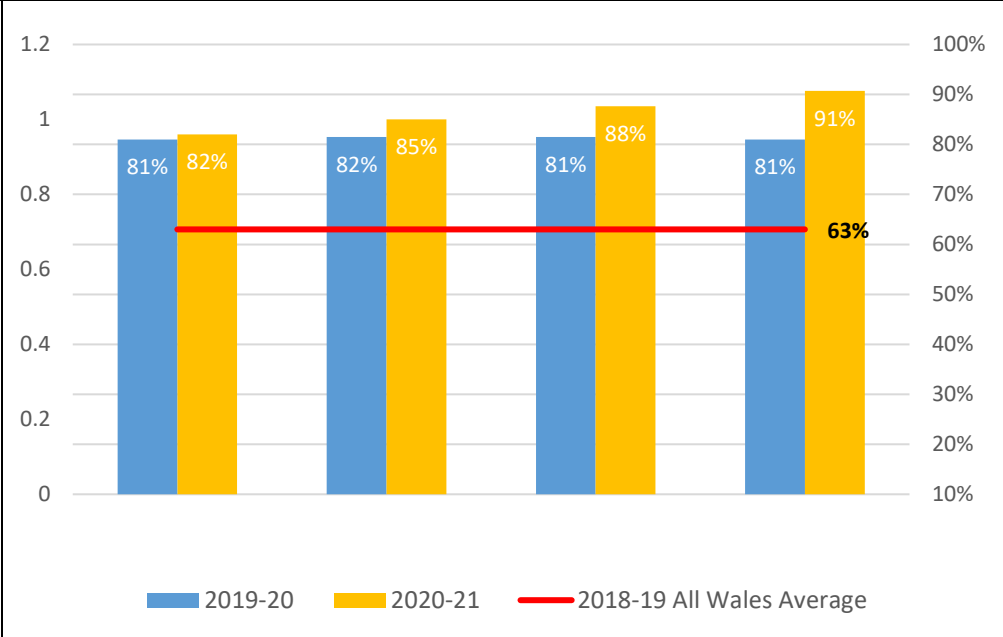


# First Point of Contact and Prevention

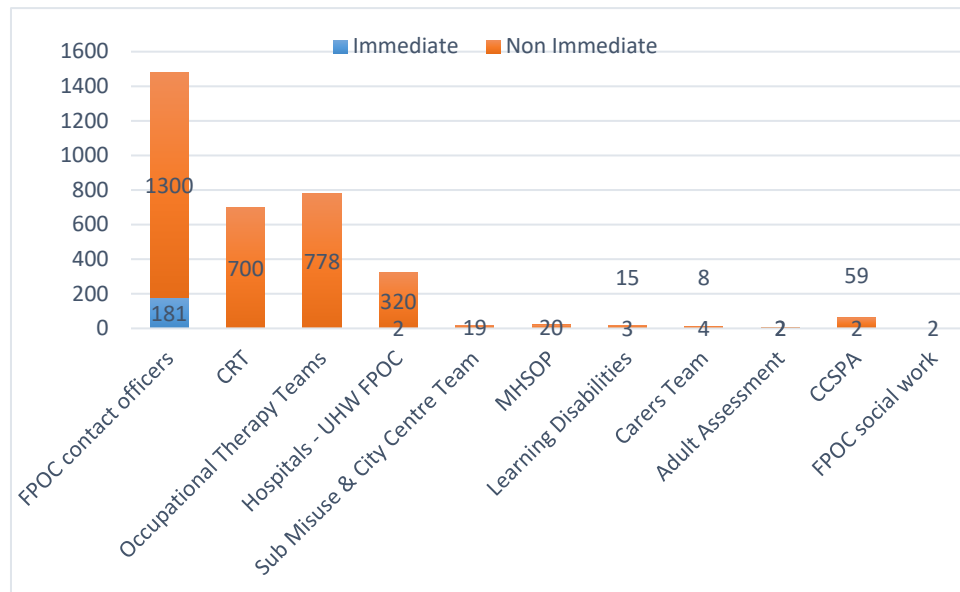
Number incoming of calls to First Point of Contact by month



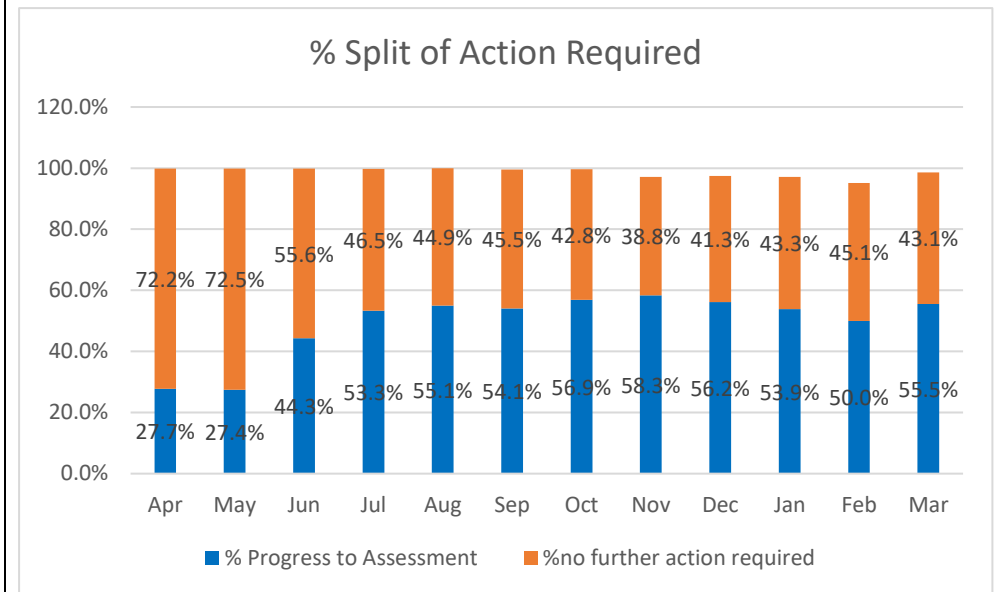
SSWB 23 % Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months



## Referral Breakdown



## Well-being Referrals received by outcome

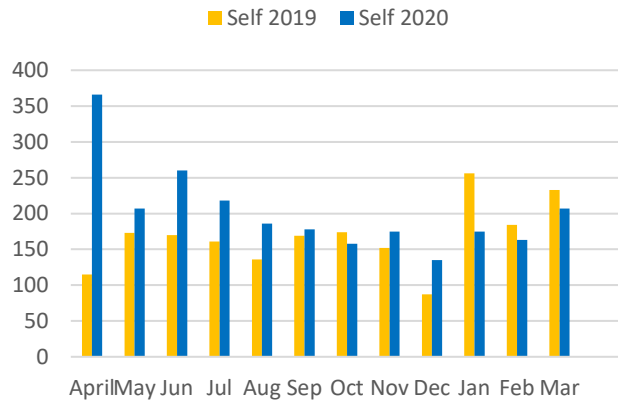


Of the **3,417** (*3,181 last quarter*) referrals received across the teams in Quarter 4, **1,240** (*1240 Q3*) were for FPOC Contact Officers making up **43.3%** (*32.8% in Q3*) of all referrals received. There was a further decrease in the number of Immediate or Urgent Referrals received during Q4.

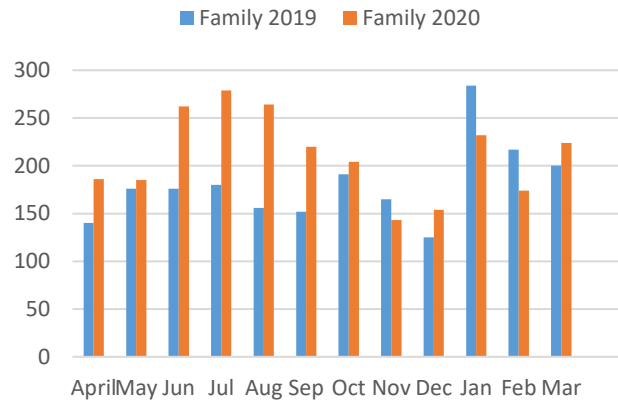
Over the past 12 months we have seen a large shift in the amount of clients that require an assessment compared to those that no further action is required. This percentage split has stayed steady in the last 9 months and not getting any wider, with this split of approx. 55%-45%, being the new norm, compared to 75-25% before the pandemic began.

## Source of referral compared to last year

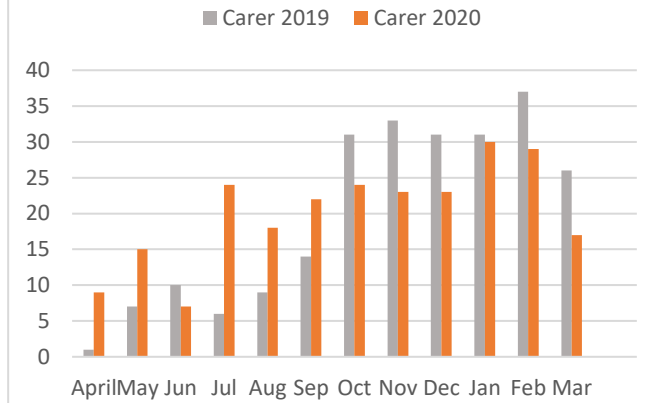
### Self



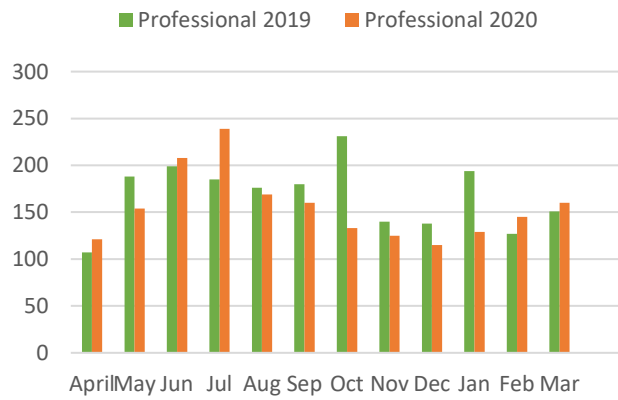
### Family



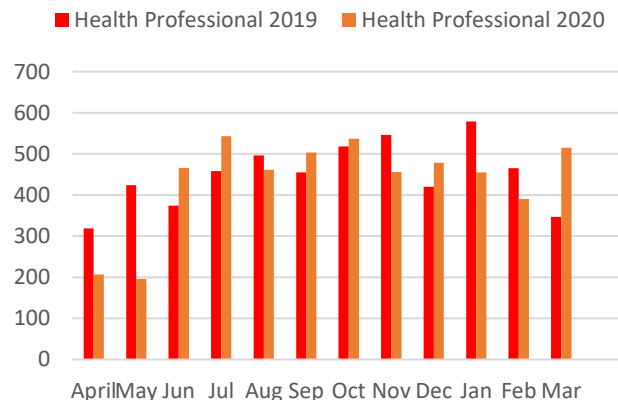
### Carer



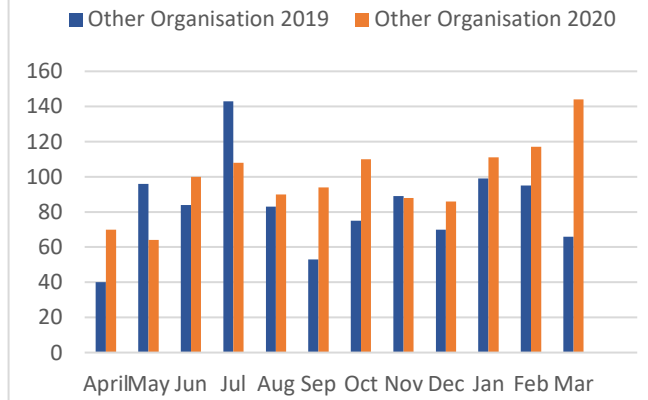
### Professional



### Health Professional

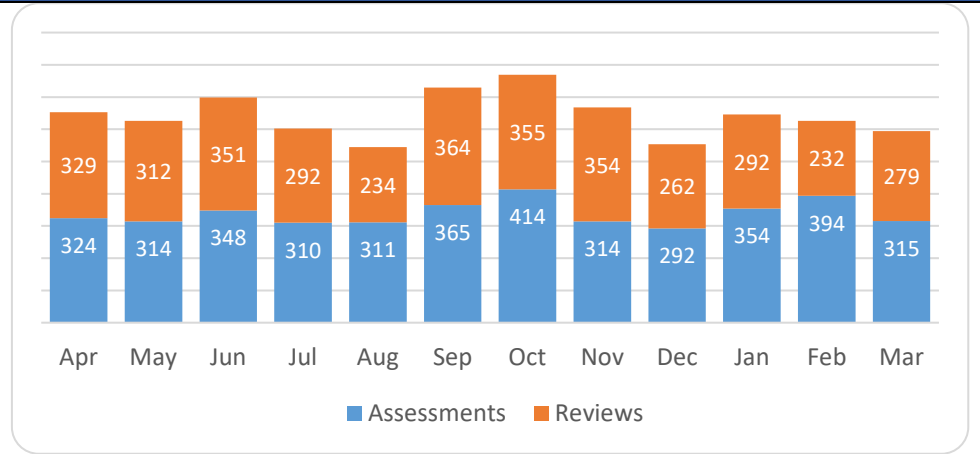


### Other Organisation

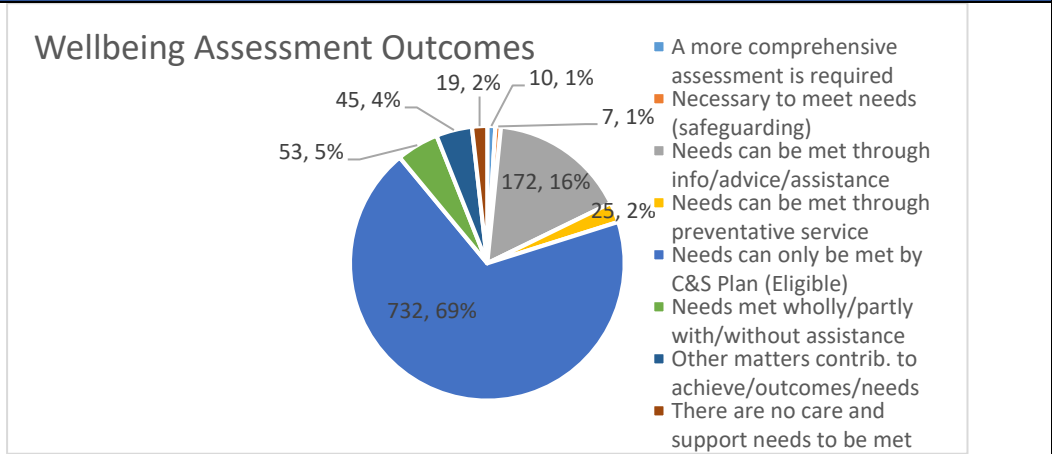


# Assessment and Outcome Focussed Care Planning

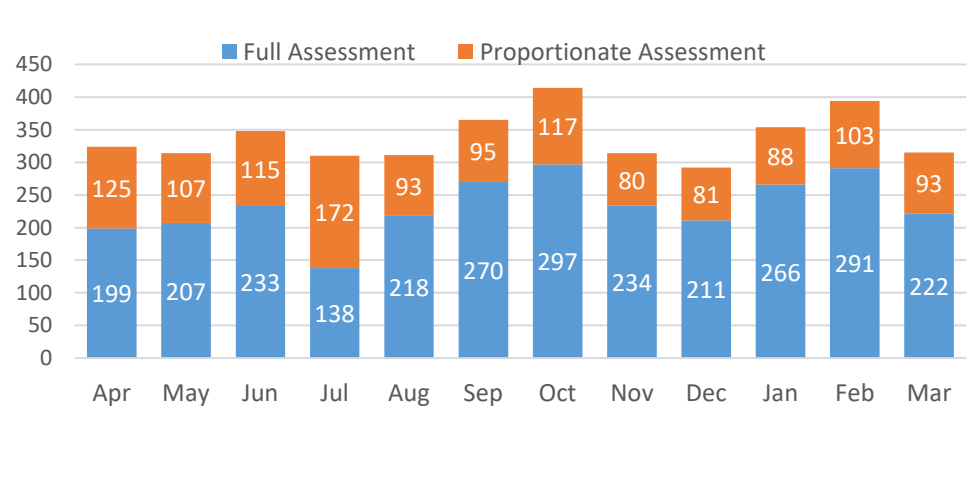
Number of Well-being Assessments & Reviews completed by month



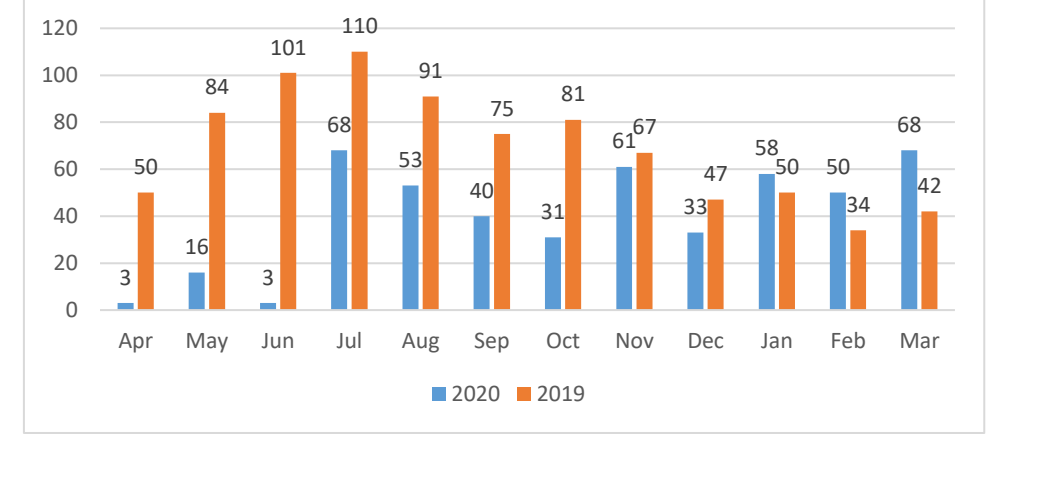
Percentage of Well-being Assessments completed by outcome Q4 2020



Number of Well-being Assessments - Proportionate and Full Assessments completed by month



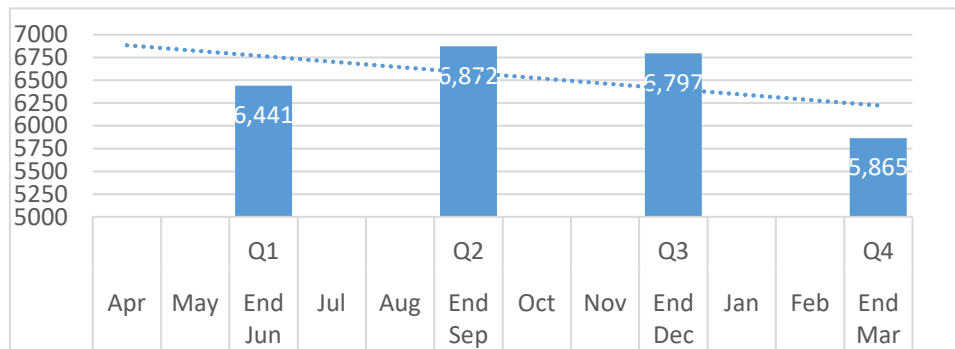
Number of Well-being Carers Assessments completed by month



**779** full assessments were completed during the quarter 4. This is a slight increase on Q3 where **742** were completed. The similarity in Proportionate Assessments compared to Q3 is nearly identical also, with 6 more in Q4.

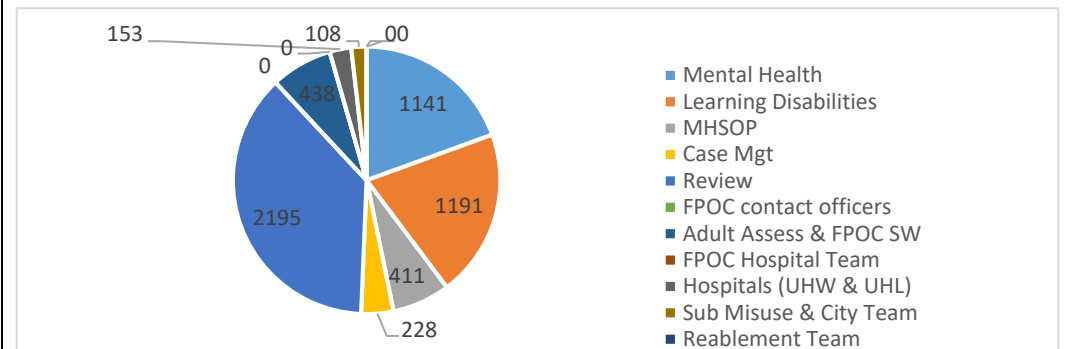
**176** carer's assessments were completed in Quarter 4 2020-21; this is over **50** more than Q3. This is also higher than the same period last year (**126**).

### Number of open cases



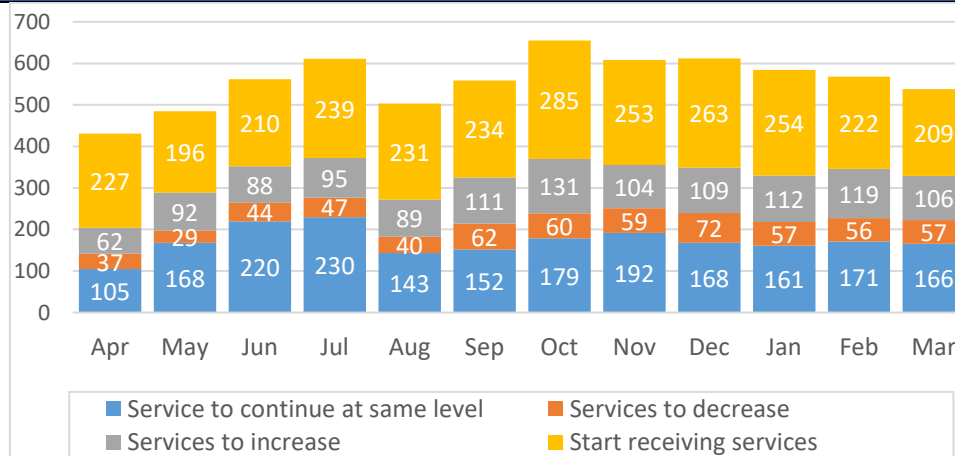
There were 5,865 open cases at the end of March 2021. A further decrease on all previous quarters. Q4 has the lowest open cases of the year to date, by over 500 cases.

### Number of open cases per team as at end March 2021



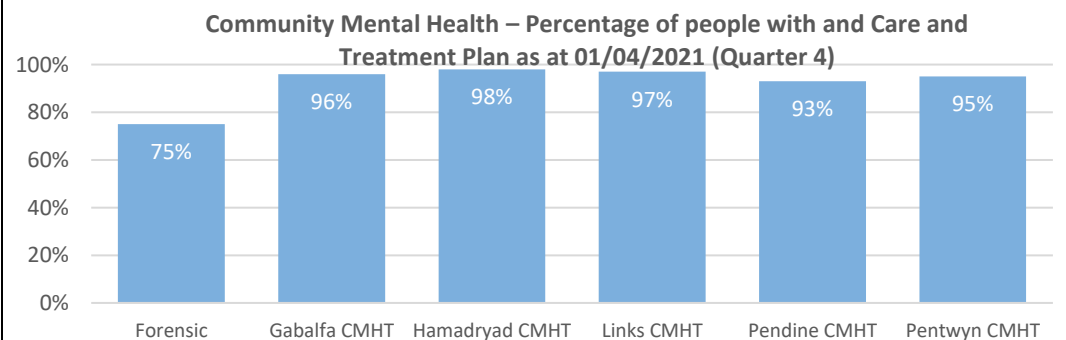
2,195 cases were managed by the review team; 1,191 were people with a learning disability & 1,141 for people with mental ill health. All figures were consistent with Q3, with some teams missing to reflect the decrease overall.

### Number of Care & Support Plans completed by outcome



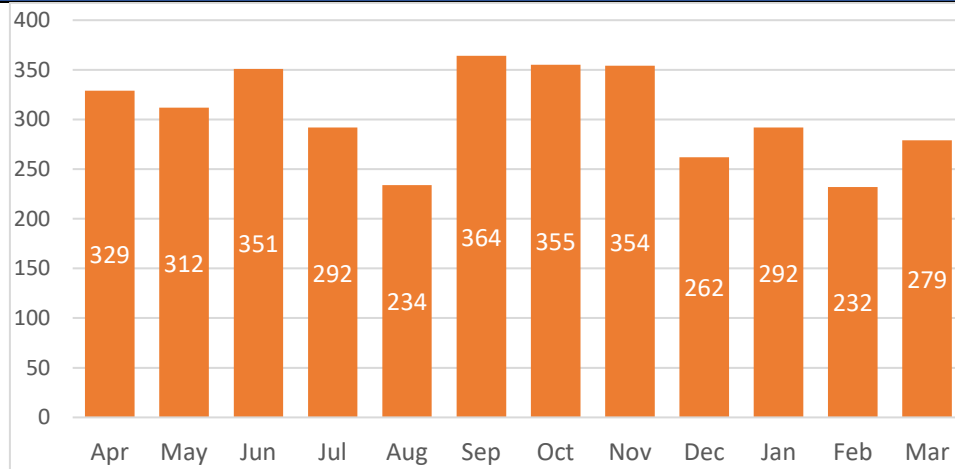
Of the **1,774** Care & Support Plans completed in Quarter 4(Q3 1924), **685** started receiving services, **498** continued with the same level of service, services increased for **337** people and decreased for **170** people. **These figures don't include reviews or plans that were abandoned or no longer required.**

### Community Mental Health – Percentage of people with and Care and Treatment Plan (Quarter 4)

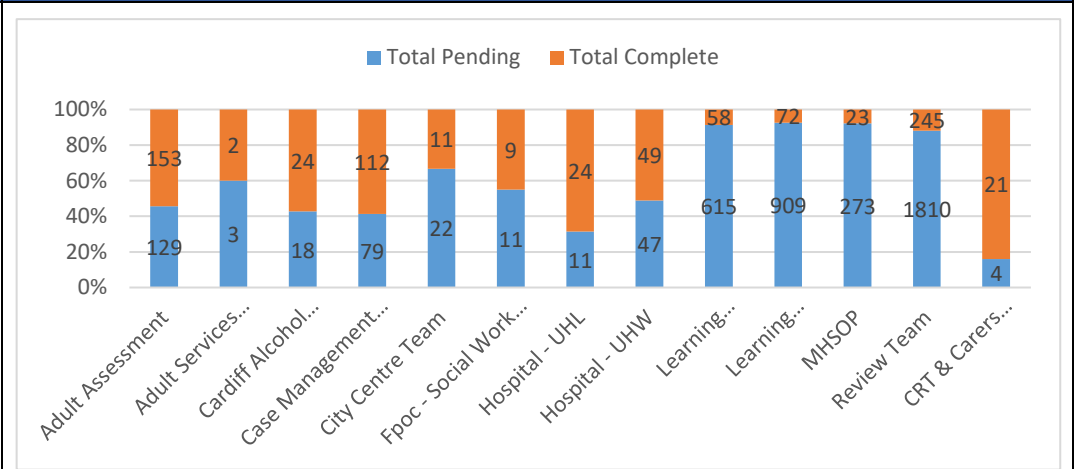


Of the **2,855** people open to Community Mental Health services in Paris at 1st April 2021, 94% (**2,685**) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).

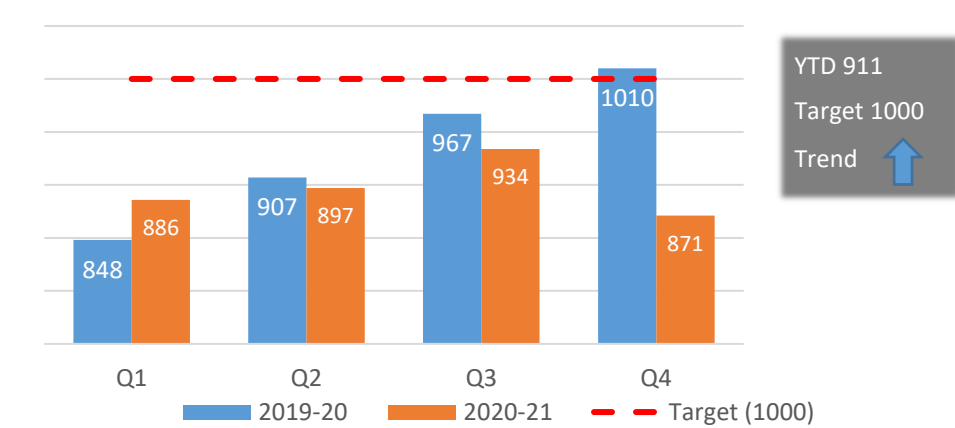
### Number of Care & Support Plan reviews completed



### Number of pending & Completed reviews as at end Q4

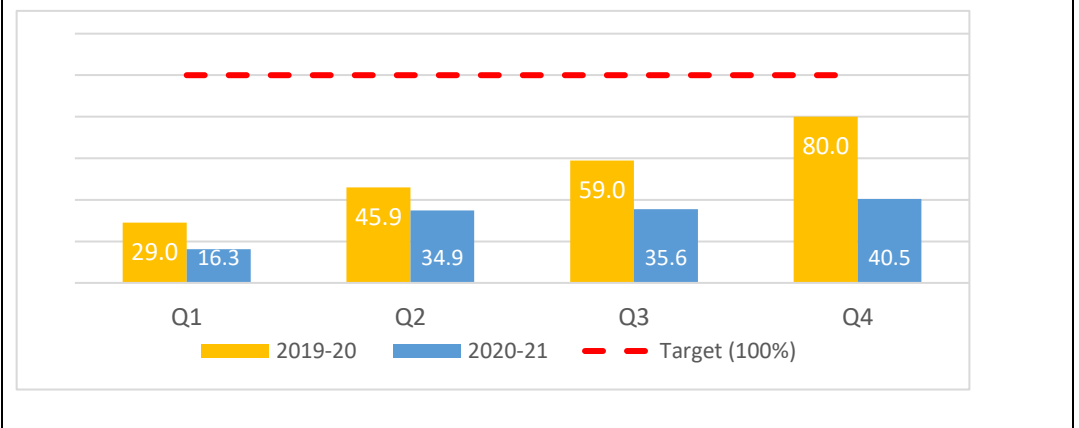


### SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme



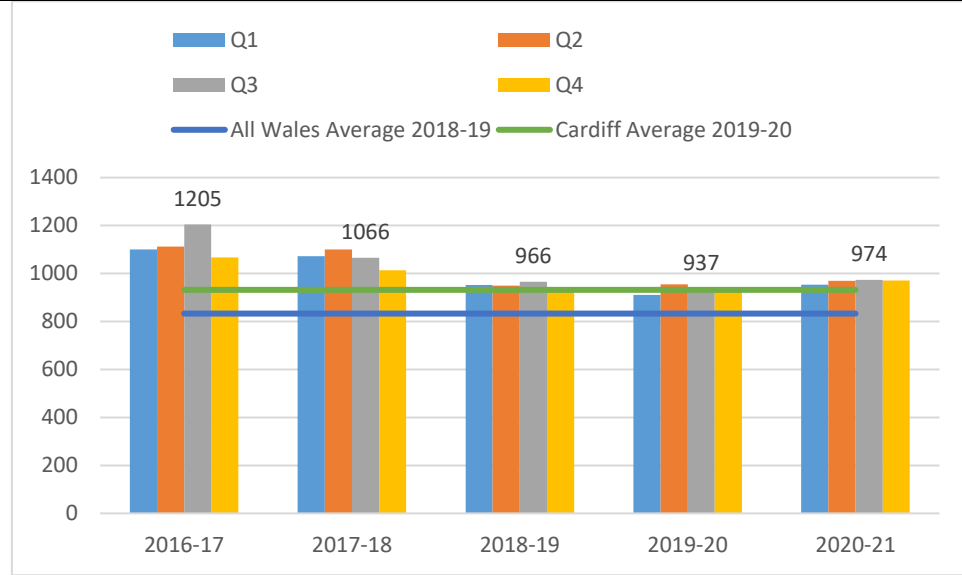
**871** people in receipt of Direct Payments during Q4. Out of the 871, 181 were for Children. A decrease of adults starting Direct Payments after ceased plans removed, on Q3, but still less than the same period last year. The main reasons for ceased were deceased and care home admission.

### SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year

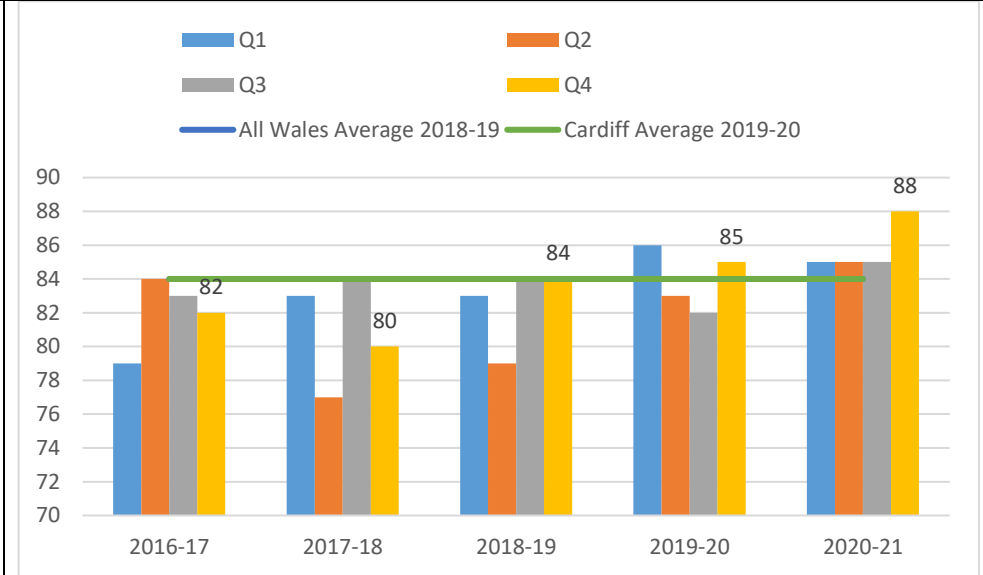


**1319 / 3,708** carers were offered an assessment so far this year. This includes offers to new and existing carers. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. **125** Carers Assessments were completed in Q3. The number of carers increased by over **400** in Q3 from Q2

**SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes**



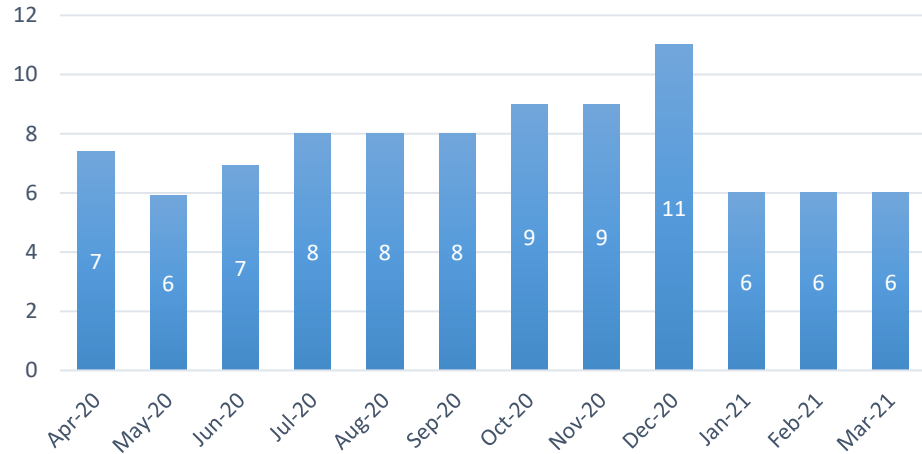
**SSWB22 Average age of adults entering residential care homes**



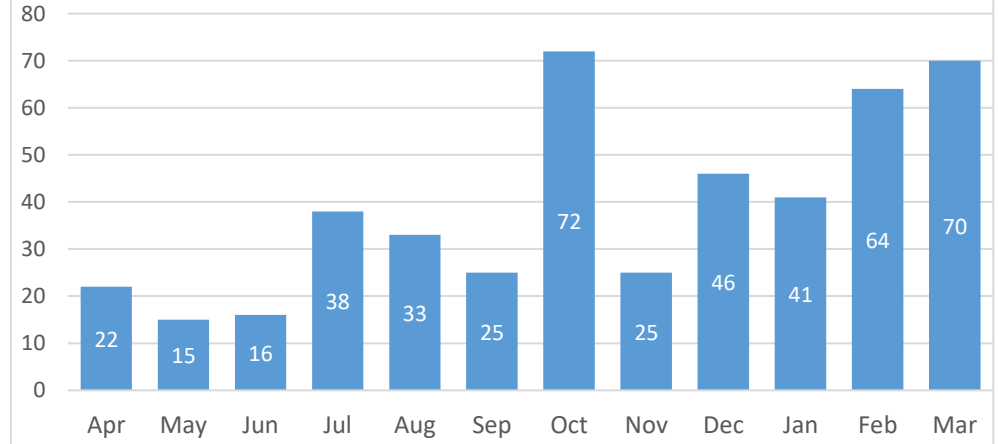


# Commissioning & Service Provision

## Average Number of days between Referral and Start of Package

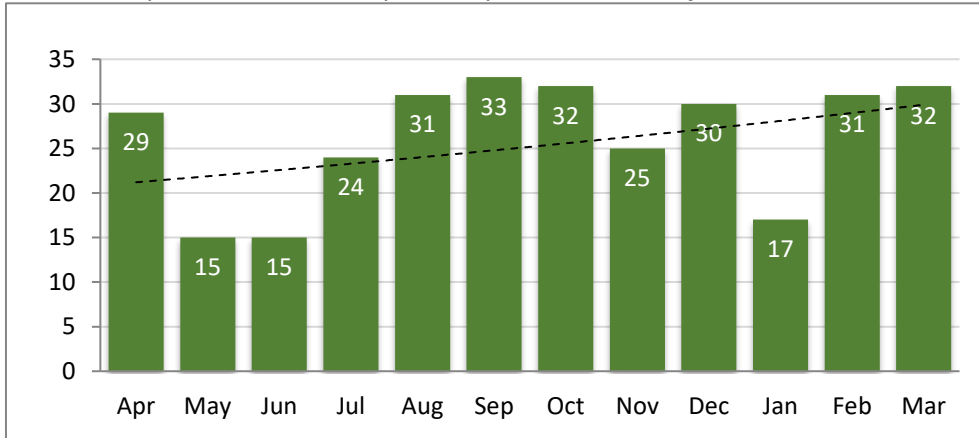


## Longest time between Referral and Start of Package (in days)



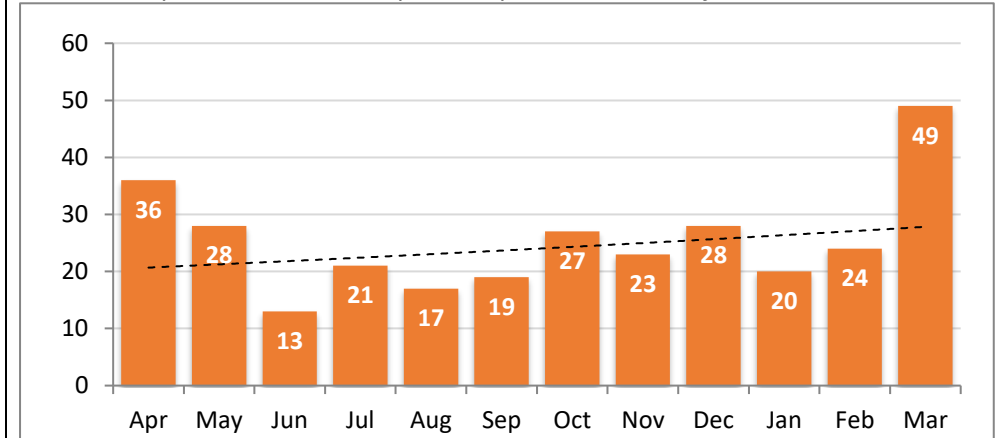
## Residential Care Home - New Contracts Agreed

Data development - bars to be split to separate threshold funders

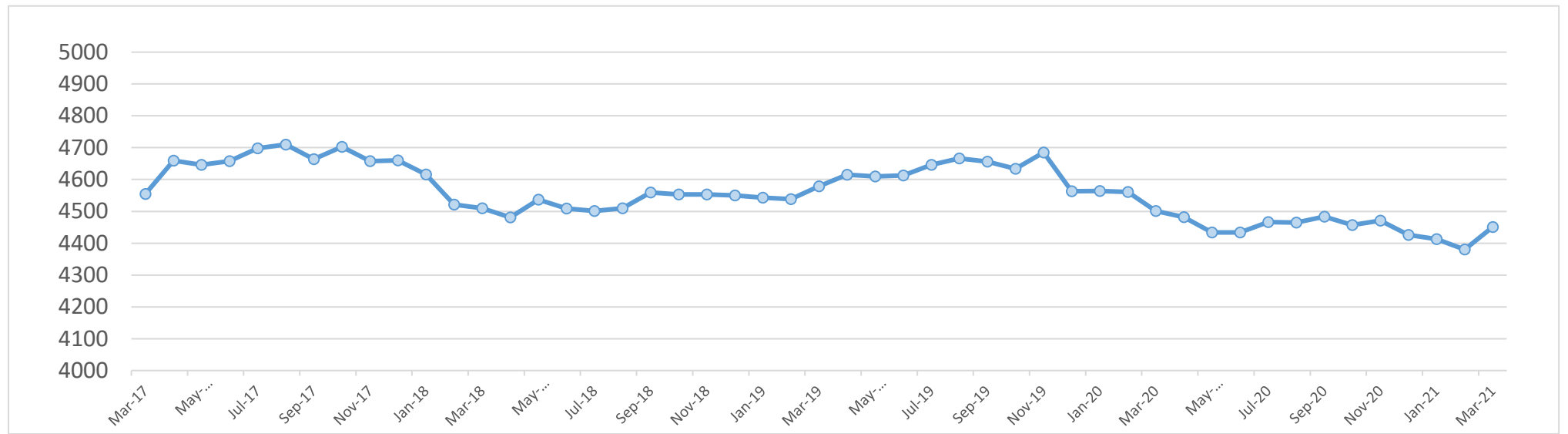


## Nursing Care Home - New Contracts Agreed

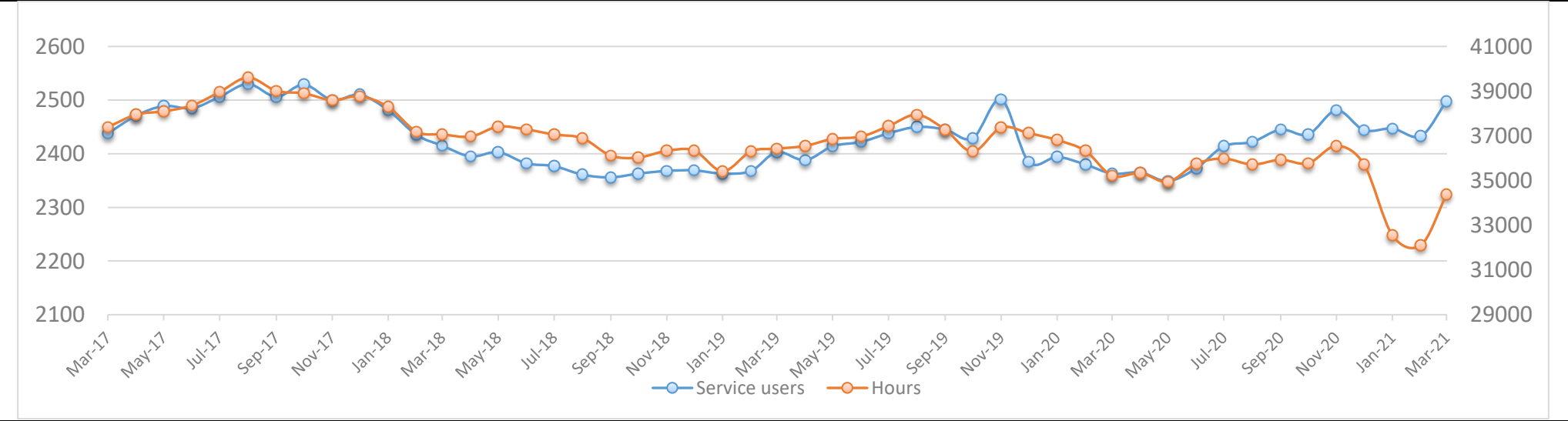
Data development - bars to be split to separate threshold funders



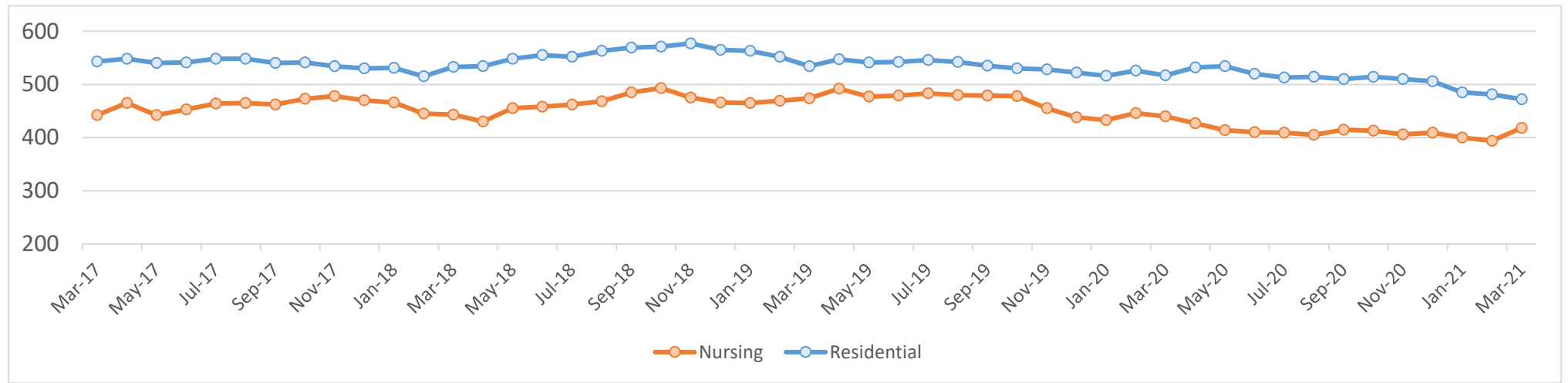
### Number of Care and Support Packages



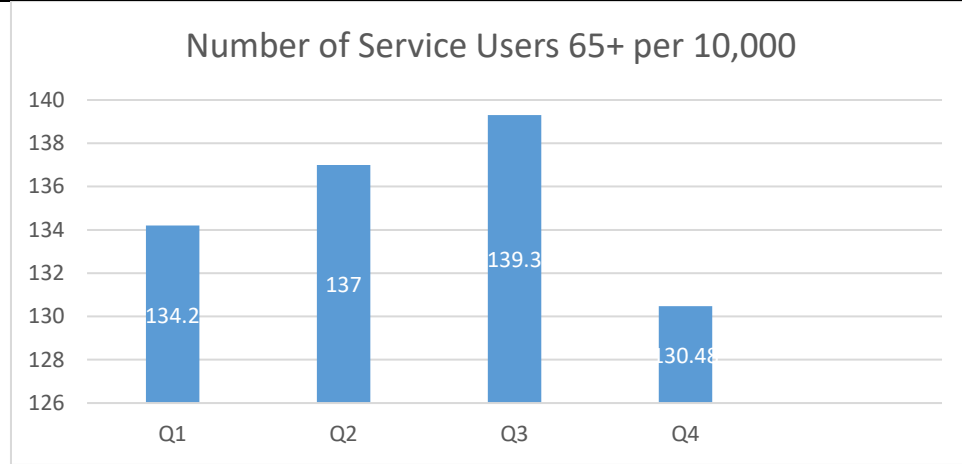
### Number of people and hours - Domiciliary Care



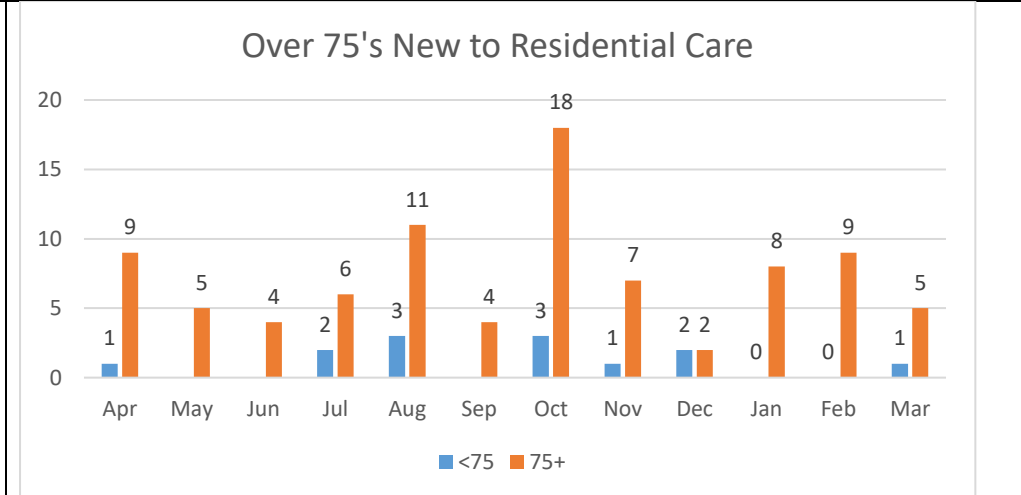
## Number of people - Residential & Nursing Care



## Residential and Nursing Care per 10,000 Population Aged 65+



## Over 75's new to Residential Care



# Safeguarding (Adult)

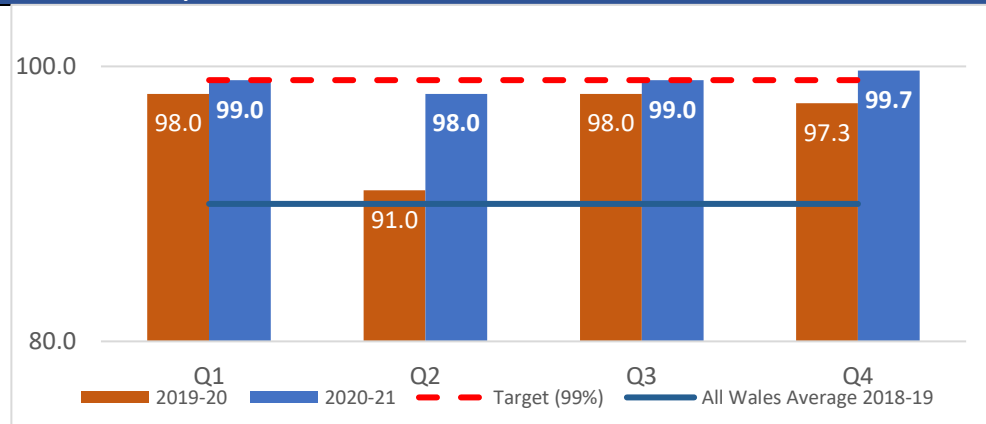
## Key Statistics

- Corporate Safeguarding report card available from last week of Quarter 4 2020-21.

### Contracts & Service Development Team - Escalating concerns – Q4

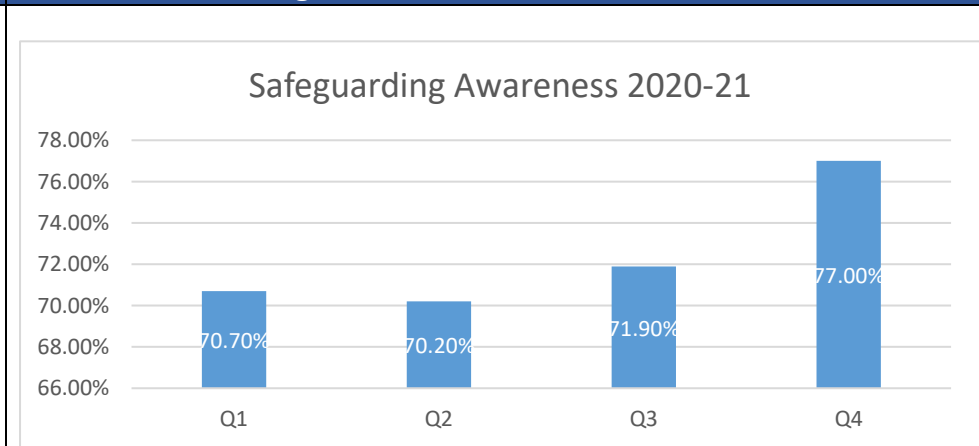
Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	1	Provider Performance Meeting	4
Joint Interagency Monitoring Panel	1	Joint Interagency Monitoring Panel	0
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	0	Number of issues reported	0

### SSWB18 Percentage of adult protection enquiries completed within 7 days



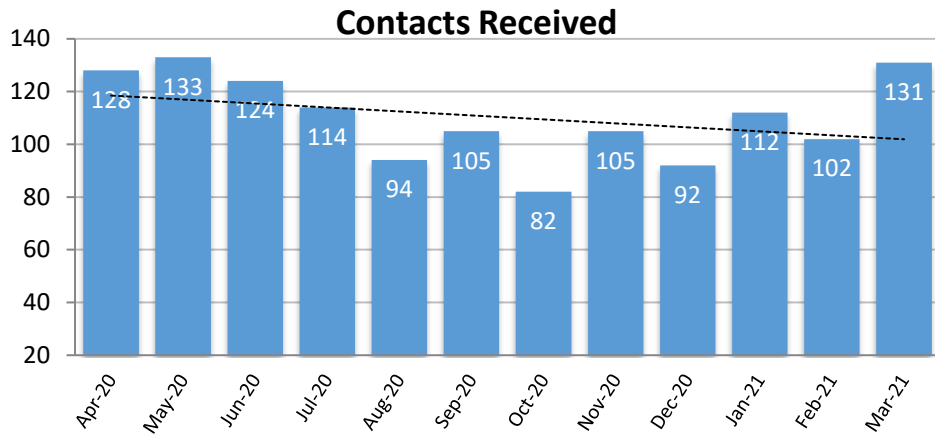
99.7% of adult protection enquiries (327 / 328) completed in 7 working days in Quarter 4. There were over 50 more adult protection enquiries in Q4 from Q3, but still less than Q1.

### RES15 Percentage of council staff completing Safeguarding Awareness training

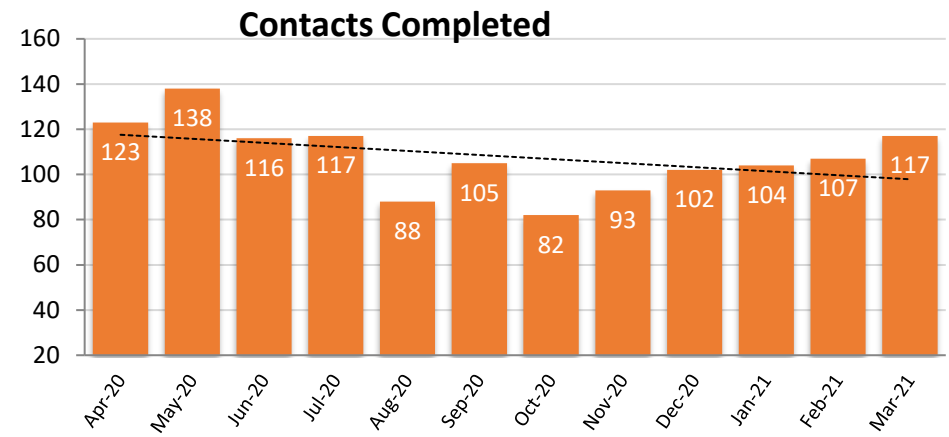


77% of council employees have now completed the training, and increase of 7% since the start of 2020. Q4 saw the biggest increase due to better collection methods and more emphasis on the training being encouraged to be completed.

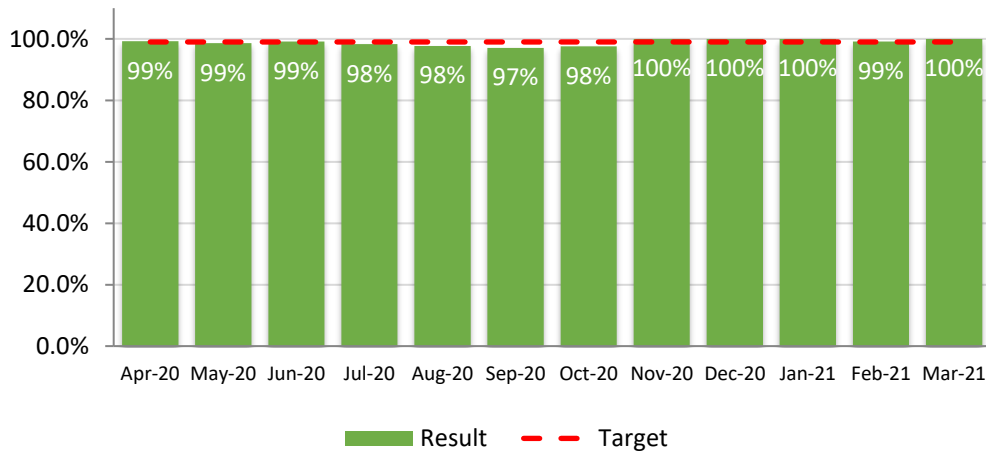
### 1. Number of contacts received



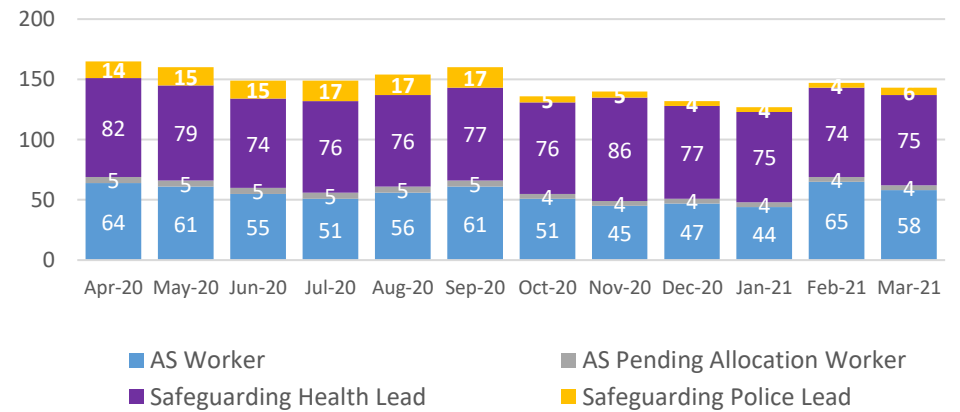
### 2. Number of contact records completed



### 3. Percentage of contacts completed within 7 days

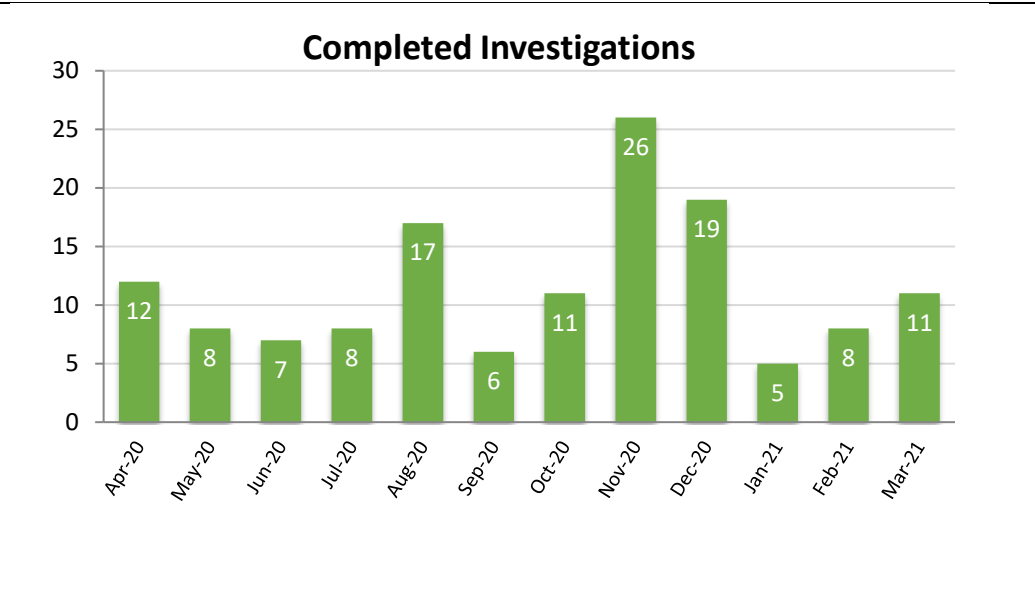


### 4. Number of pending investigations



### 5. Number of investigations started

### 6. Number of investigations completed



## Managing People, Resources, Systems and Processes

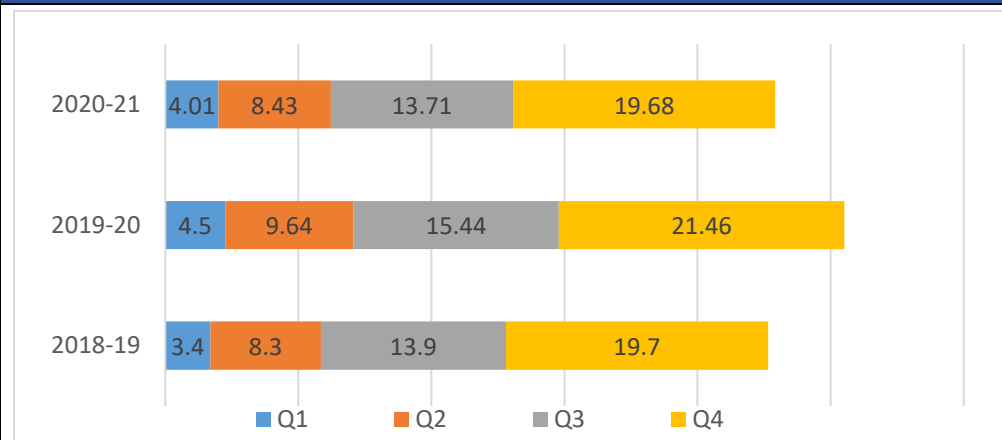
### Key Statistics

**Sickness – Adult Services**

	Ave FTE Staff No. (forecast)	FTE Target	Target FTE days lost	FTE days lost	Forecast based on Qtr. result	RAG
Q1 2020	546	16.5	9,005	4.01	<b>17.26</b>	
Q2 2020	546	16.5	9,005	8.43	<b>18.55</b>	
Q3 2020	546	16.5	9,005	13.71	<b>19.19</b>	
Q4 2021	546	16.5	9,005	19.68		

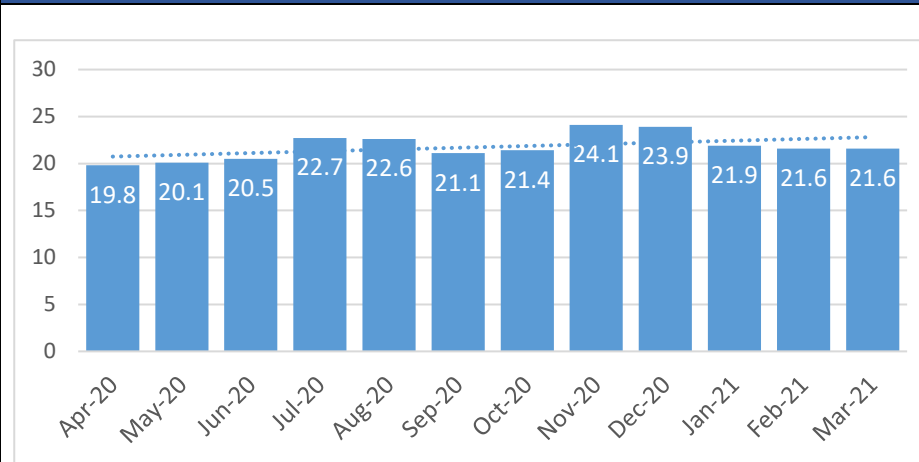
- Top 5 reasons for sickness during the quarter (All Adult Services):
- |   |   |
|---|---|
| 1 | Stress  |
| 2 | Musculoskeletal   |
| 3 | Neurological  |
| 4 | Other   |
| 5 | Back Problems, Blood Circulation, Infection, Stomach/Liver/Kidney |

### Sickness Rate (FTE)



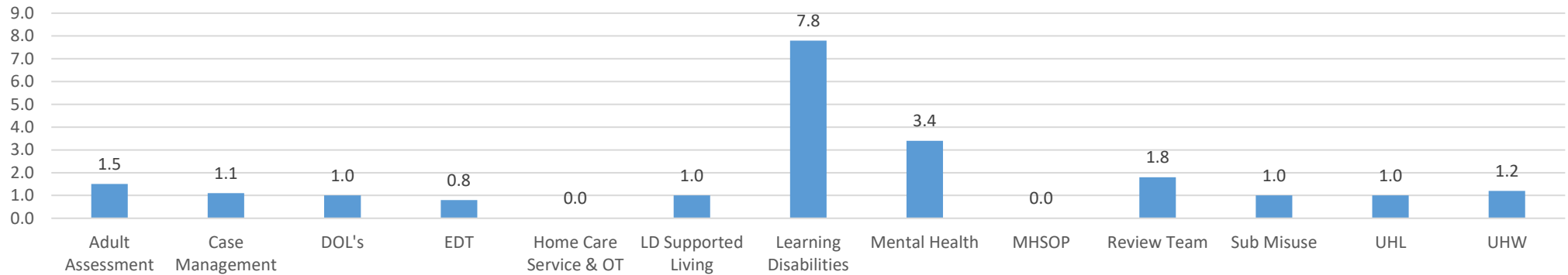
Sickness is up on Quarter 4 just like previous years, but the increase is less than the same period last year. Stress related sickness has decreased in Q4. All COVID related sicknesses are classed as Infection.

### Number of social work vacancies out of total FTE of 137.4



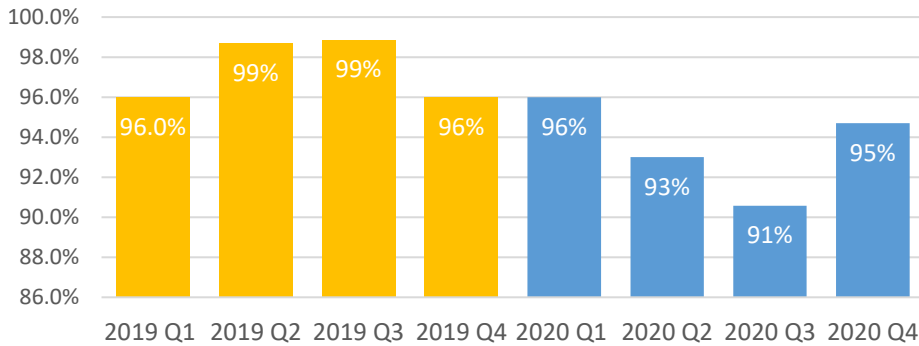
## Social work vacancies by team December 2020

Vacancies



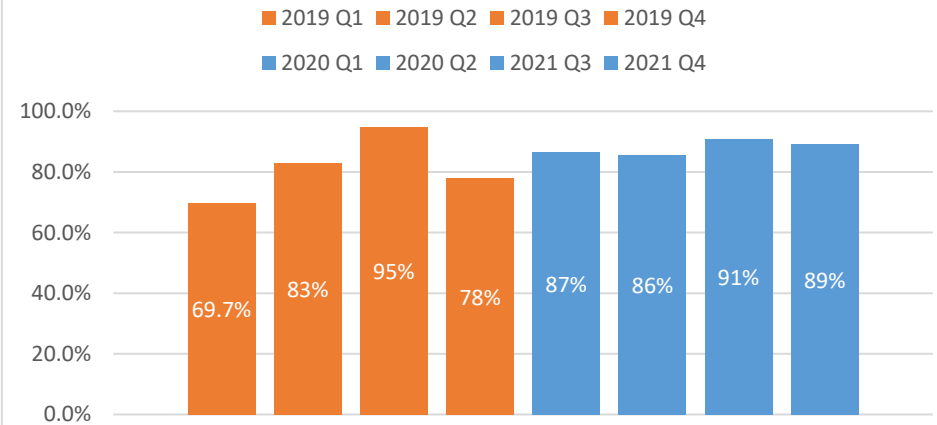
1FTE grade 10 post vacant for restructure/locality move 0.6FTE grade 8 (CHC/S117) have been unable to recruit into  
 The rest are made up of Grade 7 vacancies that we will be looking to 'slot in' our two Social Work Assistants who are soon to qualify as social workers (July 2021)

## Percentage of return to work interviews completed



105 out of 110 RTW's completed in Q4

## Percentage of trigger interviews completed





# Quality of Practice

## Key Statistics

Adult & Carer Survey 2019-20				
Survey Type	Population	Sent	Response	Response Rate
Adult Survey	4,415	2,210	529	24%
CRT Survey	117	117	46	39%
IAA Survey	152	152	40	26%
<b>Adults Survey Total</b>	<b>4,684</b>	<b>2,479</b>	<b>615</b>	<b>25%</b>
Carers Survey Total	679	292	152	52%

### Compliments & Complaints Q4 2019-20

Stage 1 Complaints	No.	Stage 2 complaints	No.	Compliments
Complaints received	21	Open from Q3		26
Responded on time	8	Initiated during Q4		
Responded late*	8	Closed during Q4		
Open at Q3 end	5	Open at quarter end		

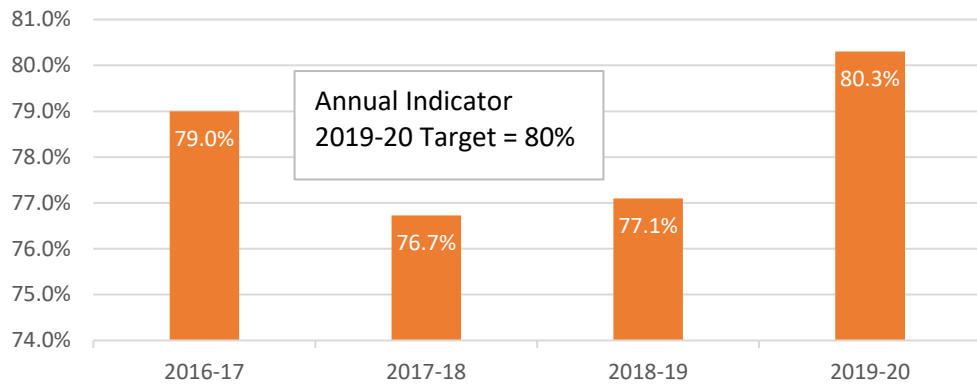
### Compliments & Complaints Year End 2020-21

Stage 1 Complaints	No.	Stage 2 complaints	No.	Compliments
Complaints received	63	Open from Q3	0	46
Responded on time	22	Initiated during Q4	1	
Responded late*	33	Closed during Q4	0	
Open at Q4 end	8	Open at quarter end	1	

\*In this context, 'late' refers to outside of our statutory timescales. However, we have received clear guidance from the Public Services Ombudsman for Wales that they understand our ability to respond within statutory timescales will be affected during the pandemic. However, it is more important than ever that we keep our complainants informed if there is going to be a delay in responding to a complaint and the complaints team have been doing this regularly.

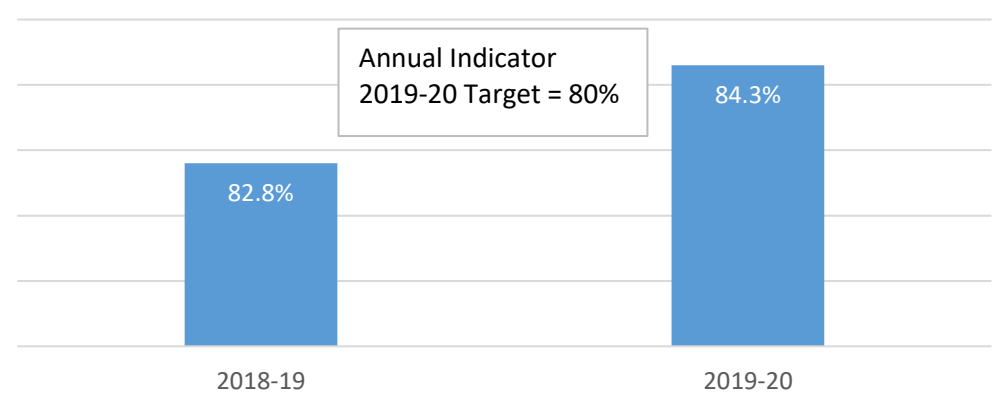
More complaints have been received in Q4 and 8 were responded to outside our statutory timescales.  
 There were 7 compliments in Q4 compared to 19 in Q3. There have been 46 Compliments this year.  
 There is 1 stage 2 complaint open in Q4, the complaint is joint with the Vale.

**SSWB 12 Adults reporting that they felt involved in any decisions made about their care and support**



80.3% of adults (321) reported that they felt involved in any decisions made about their care and support. *Annual figures to be updated yearly*

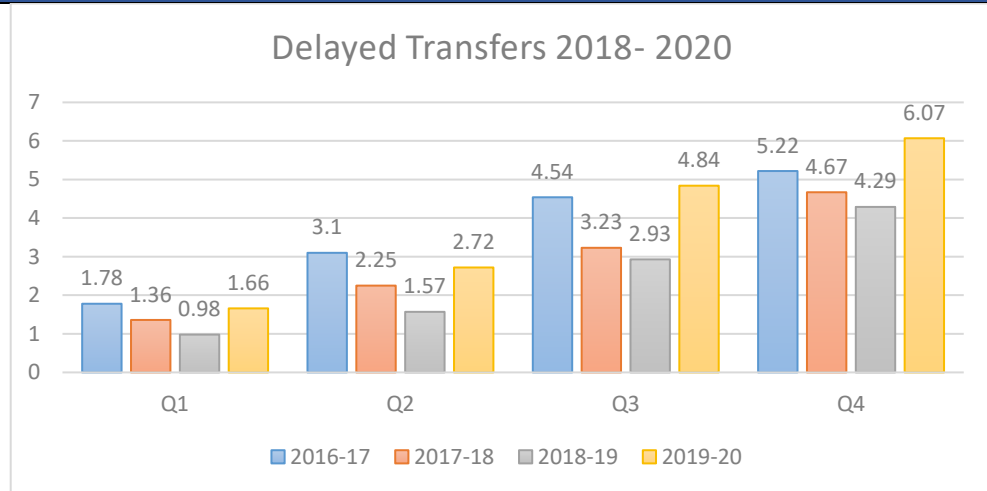
**SSWB13 Adults who are satisfied with the care and support they received**



84.3% of adults (354) reported that they are satisfied with the care and support they receive. *Annual figures to be updated yearly*

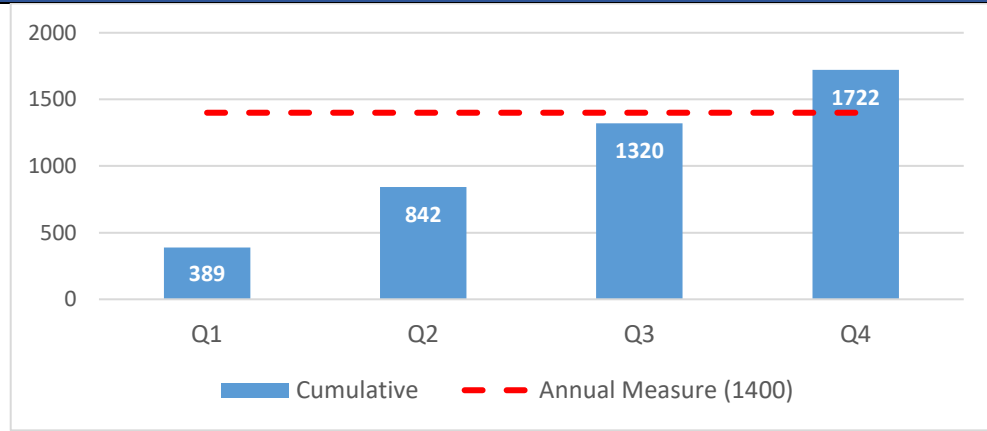
## Additional Information and Corporate Plan PIs

### SSWB19 Rate of delayed transfers of care for social care reasons aged 75+ (cumulative)



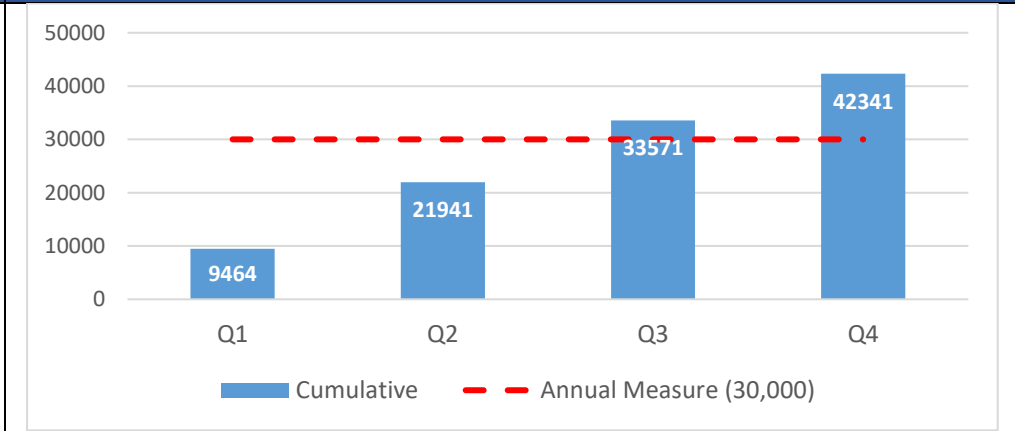
\*No figures for 2020/21 as these come from WG and they have suspended collection due to COVID will advise us when/if they will resume. We have reached out to the health board for an update, but nothing is imminent.

### CRT 1 Number of people who accessed the Community Resource Team



Cumulative data: 1722 people accessed year to date. Q4: 402 people

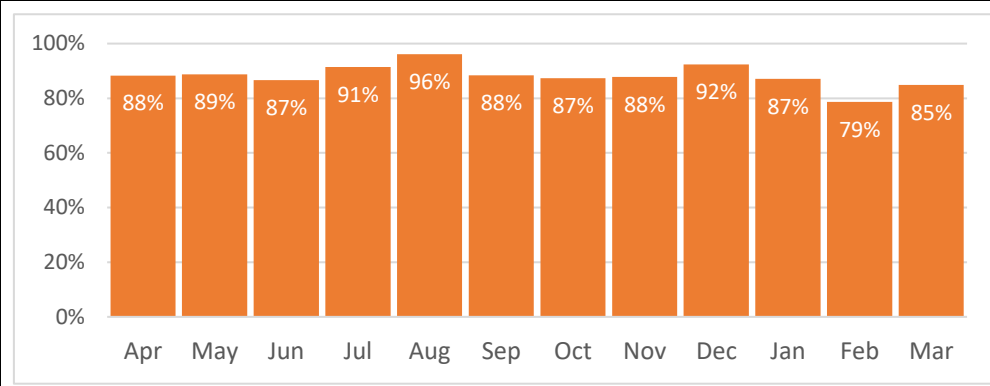
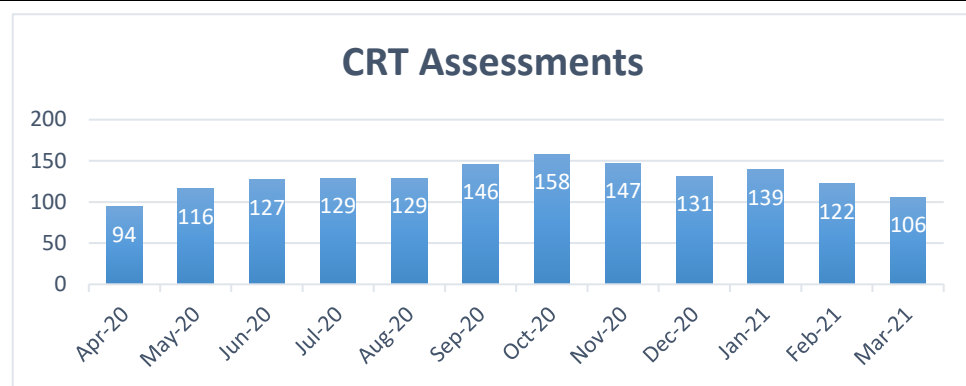
### CRT 2 Total hours of support provided by the Community Resource Team



Cumulative data: 42341 hours provided year to date. Q4: 8770 hrs

### Number of Community Resource Team (CRT) assessments undertaken following a referral

### Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT

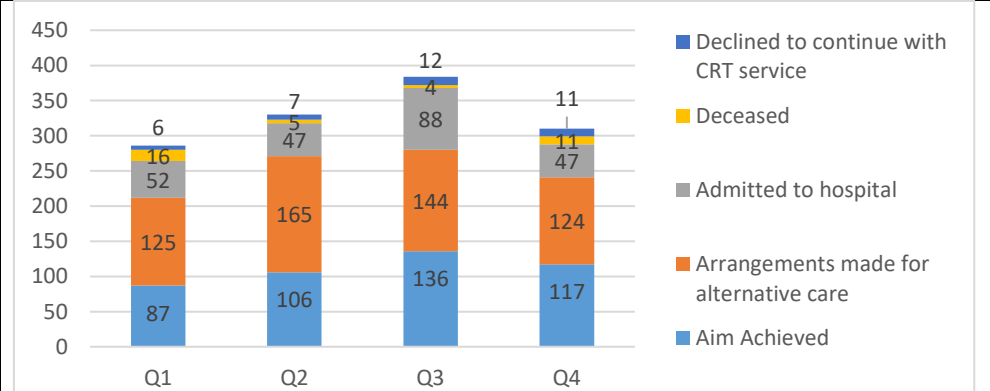
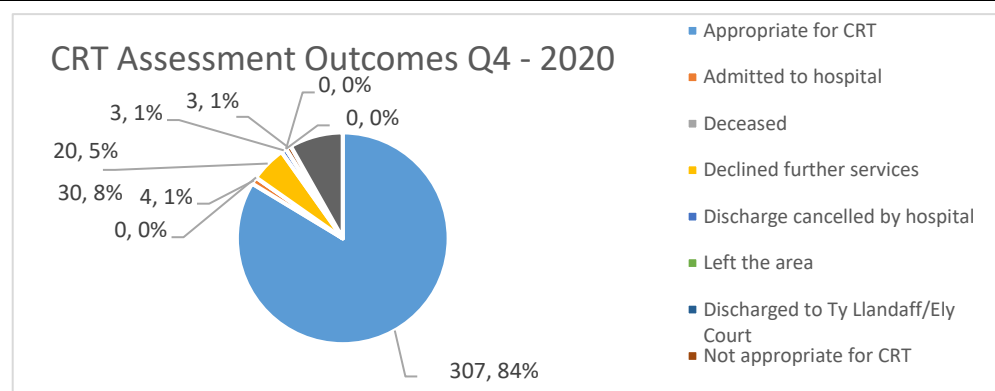


367 CRT assessments were undertaken following a referral in Q4 2020-21. A decrease of 69 compared to Q3

In Q4 (307/367) of CRT assessments undertaken following a referral were appropriate for CRT. Therapy only clients in Q4 is 30% higher than Q3. 20 people declined further services, highest quarterly total of the year.

### Outcome of CRT assessments undertaken following a referral Q3

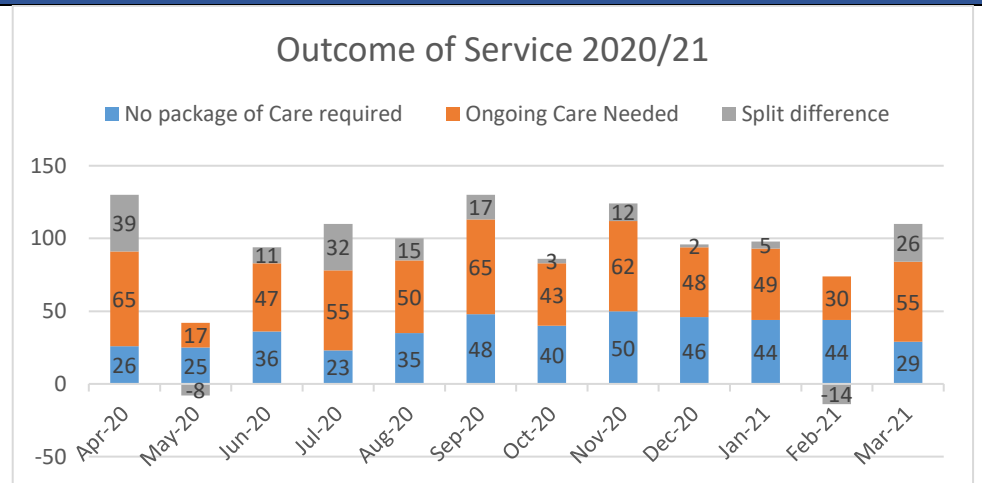
### CRT packages ended by outcome



84% (307) of CRT assessments undertaken following a referral were appropriate for CRT. 0.8% (3) were not appropriate for CRT. Other outcomes include; people being admitted to hospital, discharge being cancelled by hospital and declining services.

Of the 329 CRT packages ended in Q4, the outcome of aim achieved for 117 people (35%). Alternative care arrangements were made for 124 people, 47 people were admitted to hospital, 11 deceased, 11 declined to continue with CRT services, 10 are continuing health care, 6 declined further services – ongoing needs and 2 Residential/Nursing Care.

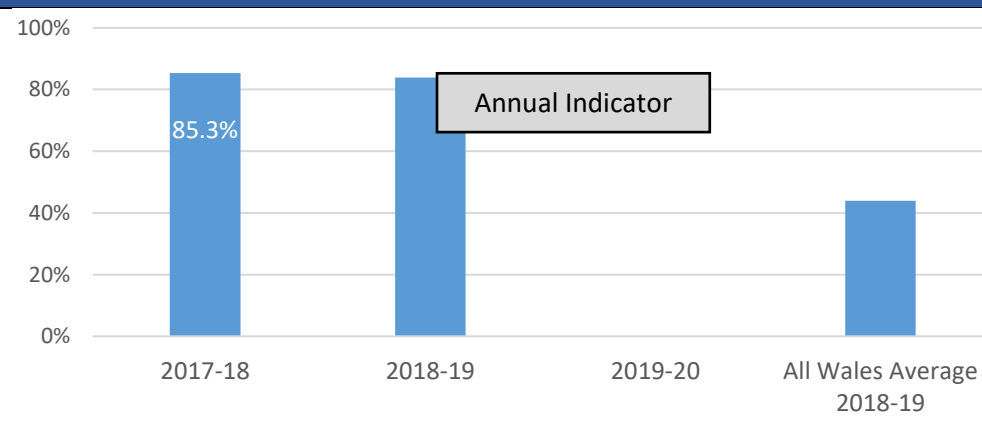
**CRT packages ended by outcome – No package of care required or Ongoing care required**



Citizens not requiring packages of care saw a significant decrease during the start of Lockdown and look to be starting to return to normal, a second localised lockdown didn't see another decrease in no care required, the figure stayed constant throughout Q3 and saw a decrease throughout Q4.

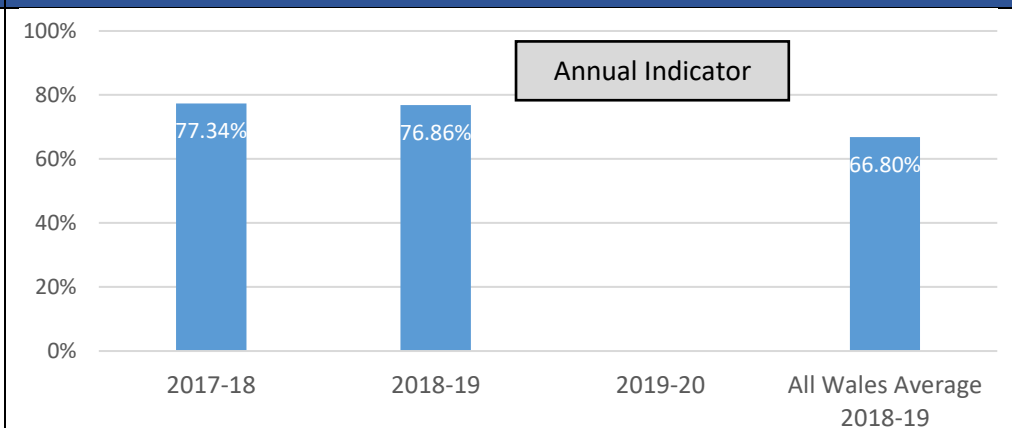
*Grey tracks the difference of people that require no package of care against the total number of packages investigated.*

**SSWB20a Percentage of adults who completed a period of reablement (a) and have a reduced package of care and support 6 months later**



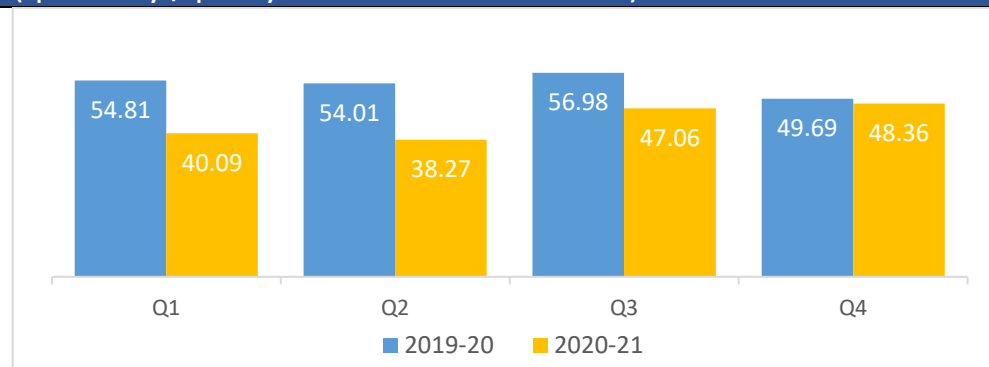
83.9% of adults (678) who completed a period of reablement in 2018-19 had a reduced package of care and support 6 months later. *Annual PI.*

**SSWB20b Percentage of adults who completed a period of reablement (b) have no package of care and support 6 months later**



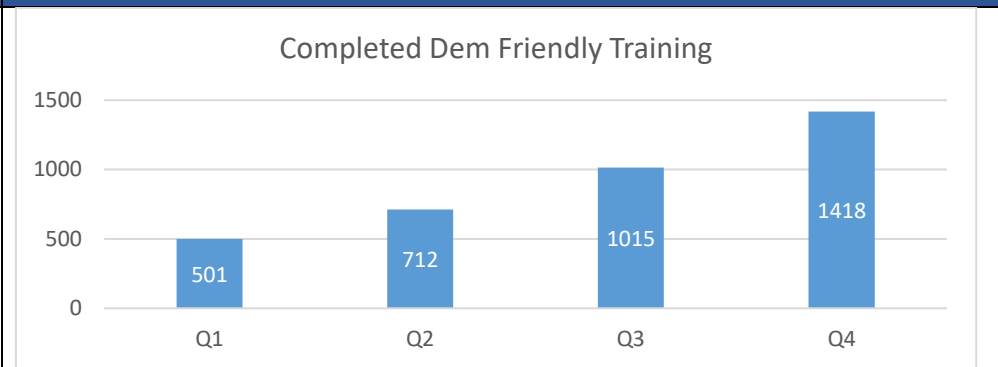
76.9% of adults (621) who completed a period of reablement in 2018-19 had no package of care and support 6 months later. *Annual PI.*

**SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention (quarterly / proxy indicator for SSWB20a)**



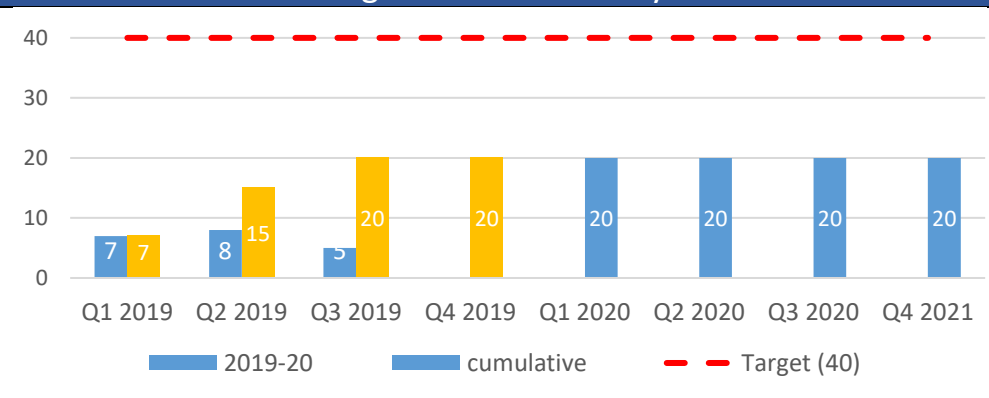
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward.

**Dem 1 Percentage of staff completing dementia friendly training**



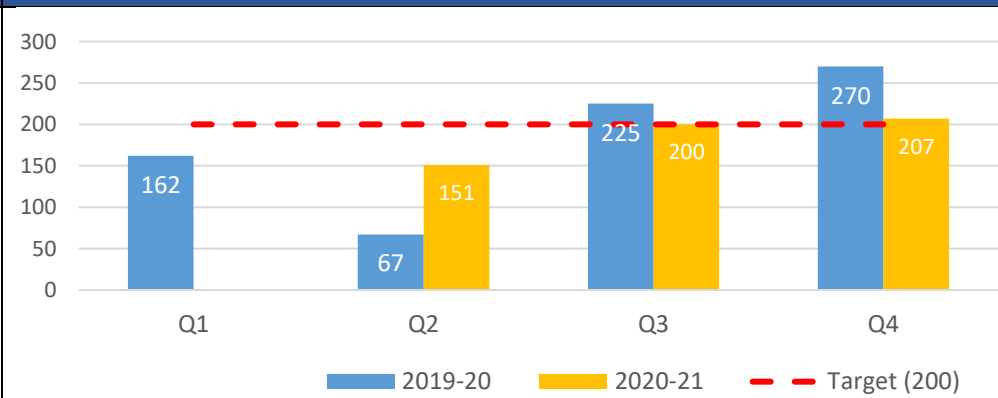
E-module became mandatory in September 2019. Since then **3223** members of staff have completed the training. This Quarter **403** people have completed it, an increase on the **100** from Q3, where 303 completed. So far **52%** of staff have now completed the training.

**Dem 2 Number of businesses pledging their commitment to work towards becoming Dementia Friendly**



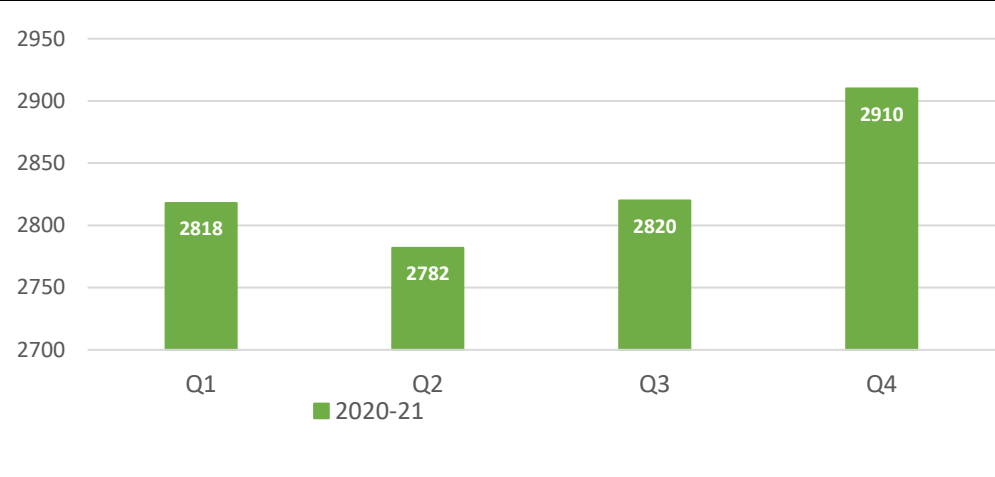
Activity recruiting Dementia Friendly businesses ceased due to COVID Lockdown and was expect restart, but then a 2<sup>nd</sup> lockdown halted plans going forward.

**Dem 3 The number of Dementia Friendly city events held**



Cumulative data: **558** year to date. Quarter 1: **0**, Quarter 2: **151**, Quarter 3: **200**, Quarter 4: **207**.

**RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales**



**Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales**

