



Adult Services Performance Report Quarter 1 2019-20



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Working for Cardiff, working together



Summary

Key messages from the report:

- Positive feedback from Care Inspectorate Wales activity at the First Point of Contact.
- Positive feedback from partners regarding collaborative working to reduce delays transfers over the winter months.
- Introduction of the First Point of Contact at Hospitals – working directly with people and their families to support information, advice and assistance.
- Launch of the Regional Disability strategy which was positively received.



Corporate plan

- Slight reduction in DToC performance
- Performance Against SDE target has increased against Q1 18/19.
- Work to becoming an dementia friendly city continues in earnest.
- Significant demand throughout winter has continued into Q1
- DToC action plan to address- and work with partners to look at demand/capacity and flow



Directorate Plan

- Number of those receiving a direct payment to commission their own care has increased.
- Carers assessment figures are currently being reviewed it is anticipated these will increase throughout the year.
- Average age of people entering residential care is rising which supports the delivery of more preventative and home based support.



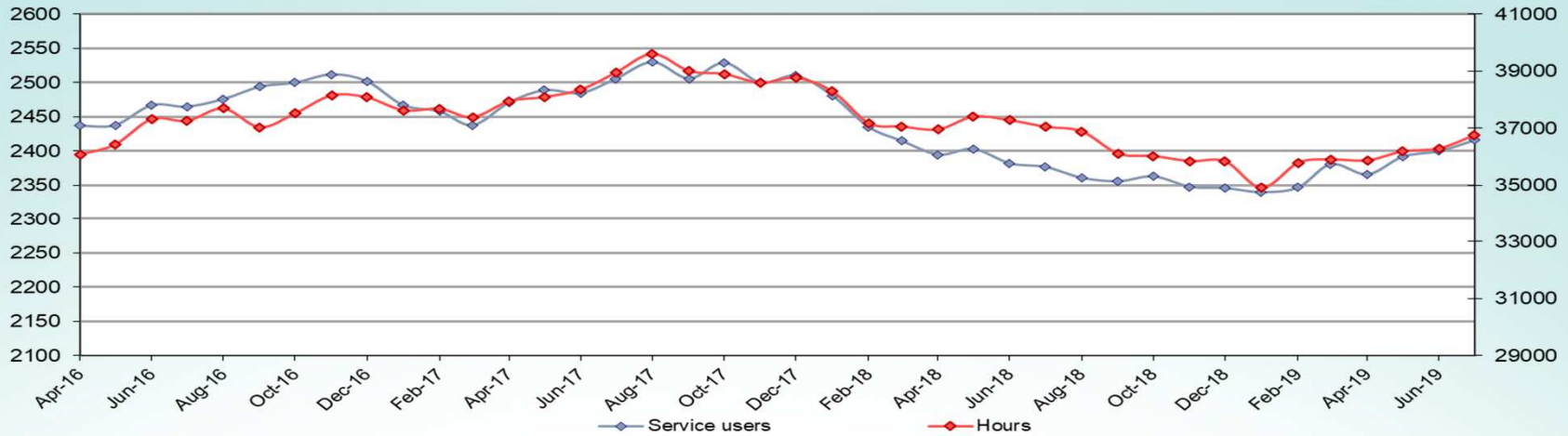
Commissioning

- Current trends show positive work to reduce the need for residential care as more support is provided at an earlier stage to maintain independence at home.
- Volume of commissioned domiciliary care hours remains stable and vastly reduced from Aug 17 levels , against a backdrop of increasing demand.

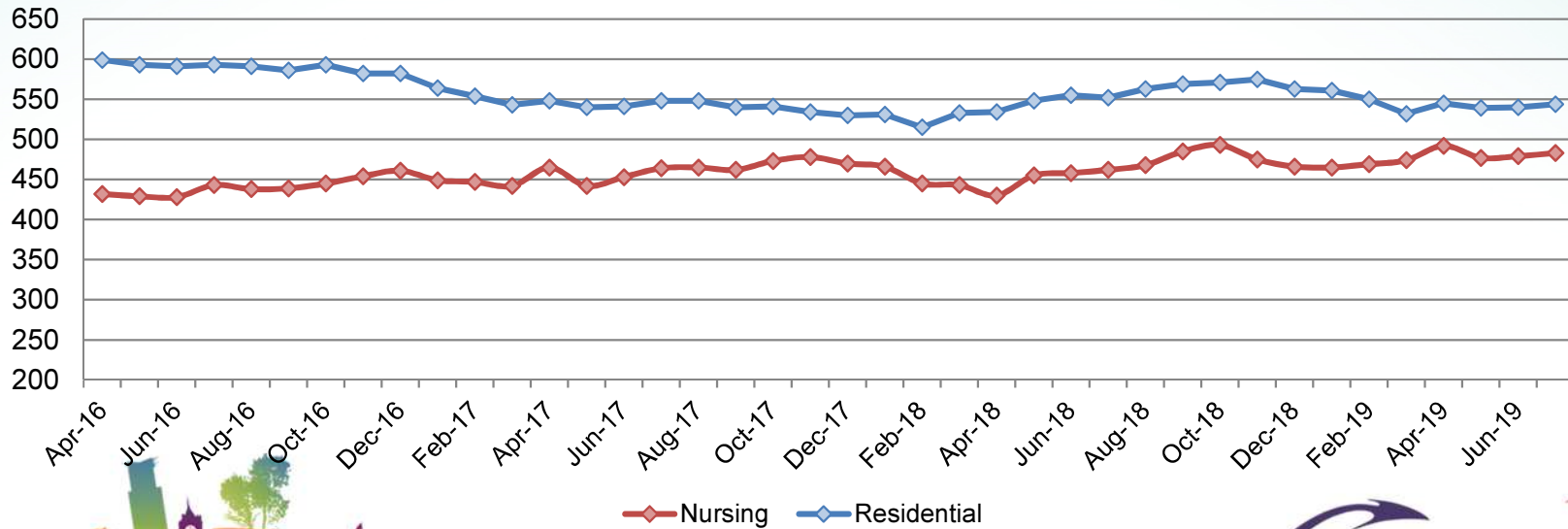


Commissioning & Service Provision

Number of people and hours - Domiciliary Care



Number of people - Residential & Nursing Care



Conclusion

- The performance report highlights positive feedback from regulators and partners.
- Improved safeguarding performance against 18/19 seven day enquiry target.
- Slight increases DToC relating to winter demand levels being maintained into Q1.
- More work is required across the year to focus on carers and the roll out of dementia friendly city status
- Renewed focus on sickness absence management.

