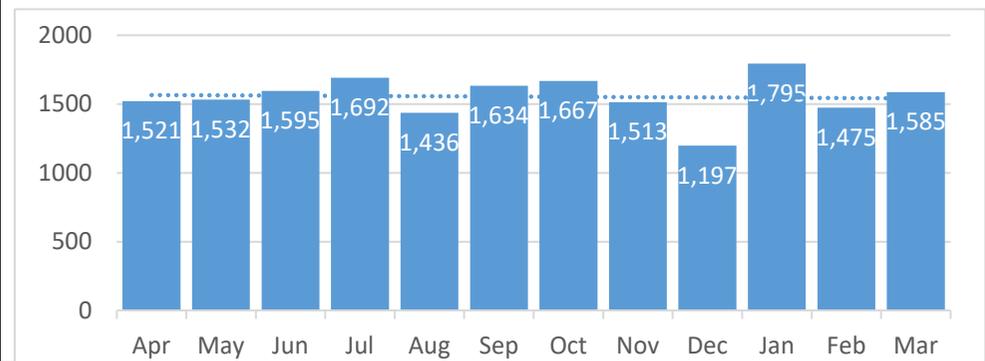


ADULT SERVICES
PERFORMANCE REPORT
QUARTER 4 2019-20

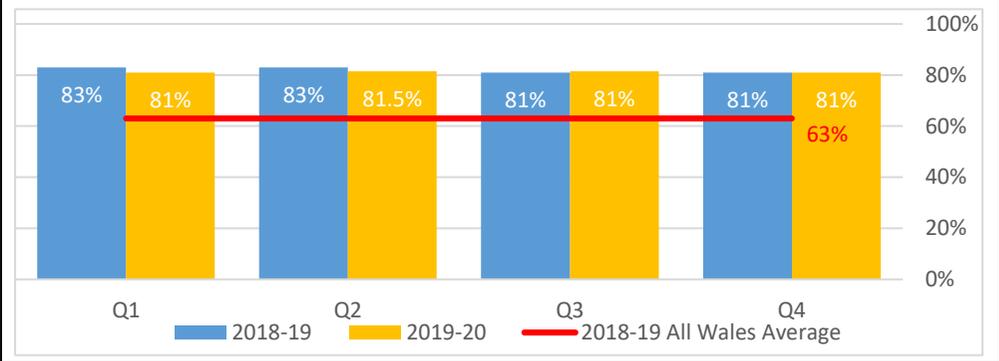


First Point of Contact and Prevention

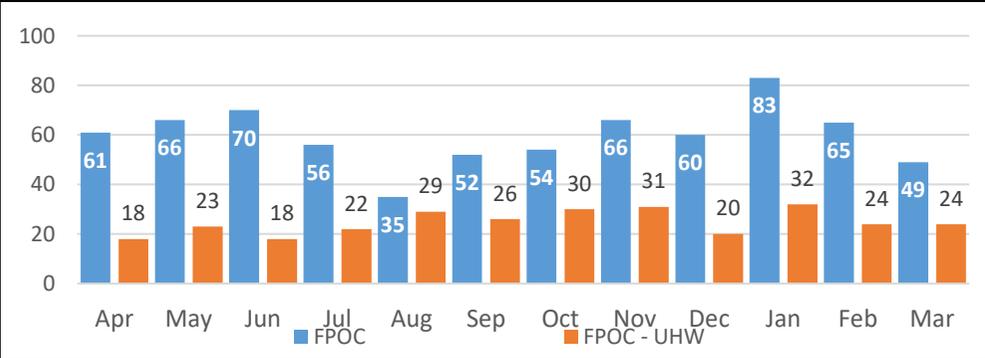
Number incoming of calls to First Point of Contact by month



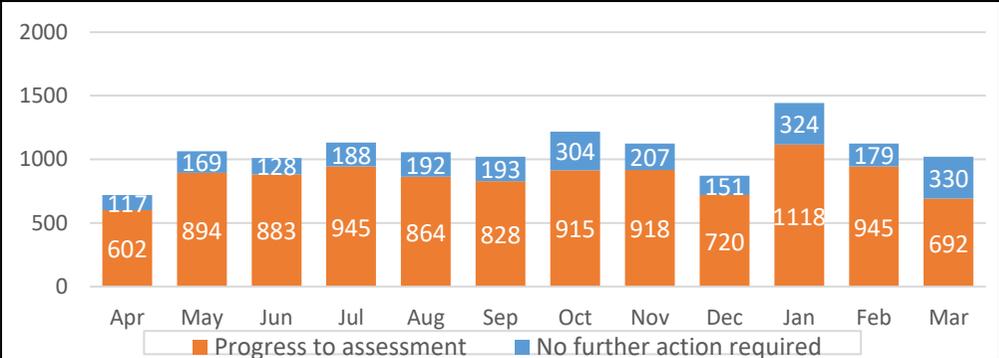
SSWB 23 The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months



Well-being Referrals marked immediate assessment from First Point of Contact to Adult Social Services



All Well-being Referrals received by outcome

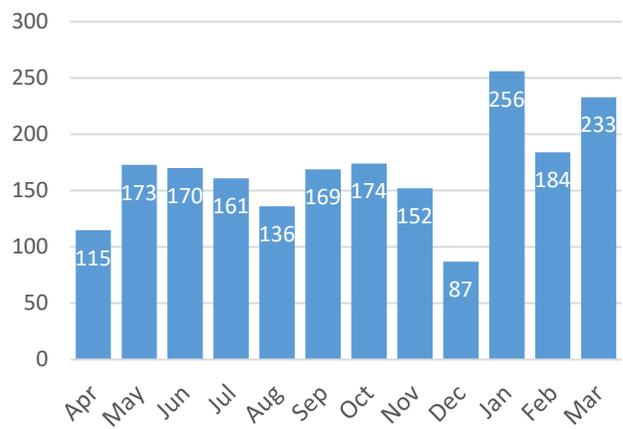


Of the 1,498 referrals received by First Point of Contact in Quarter 4, 197 were marked for immediate assessment by Adult Social Services. An additional 381 referrals were received by FPOc UHW, 80 of which were marked for immediate assessment by Adult Social Services.

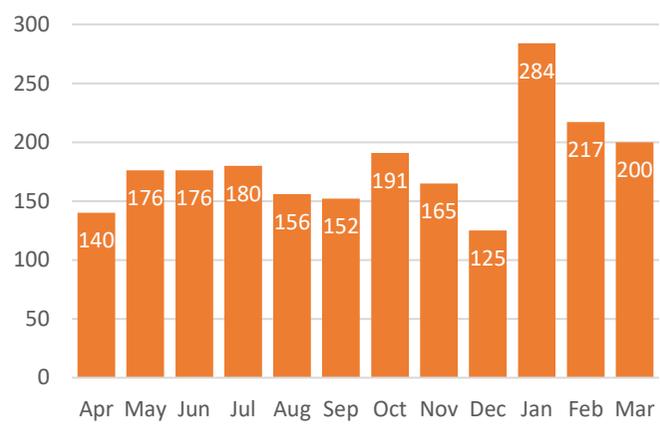
Includes all referrals to Adult Services; the majority of which come through FPOc and FPOc UHW. Does not include referrals to Community Mental Health Teams. There was an increase in demand from Q3 to Q4 2019-20:
 2019-20; Q1 = 2,799 referrals; 2,379 progressed to assessment (85%).
 2019-20; Q2 = 3,212 referrals; 2,637 progressed to assessment (82%).
 2019-20; Q3 = 3,216 referrals; 2,553 progressed to assessment (79%).
 2019-20, Q4 = 3,588 referrals, 2,755 progressed to assessment (77%)

Source of referral

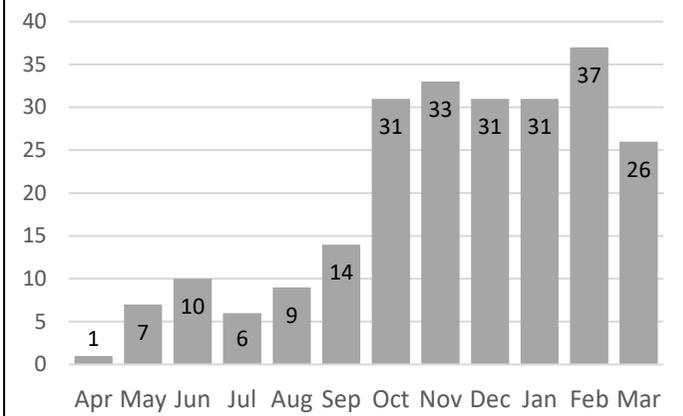
Self



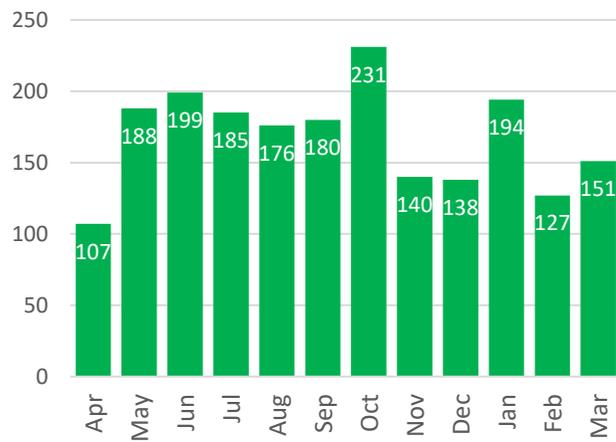
Family



Carer



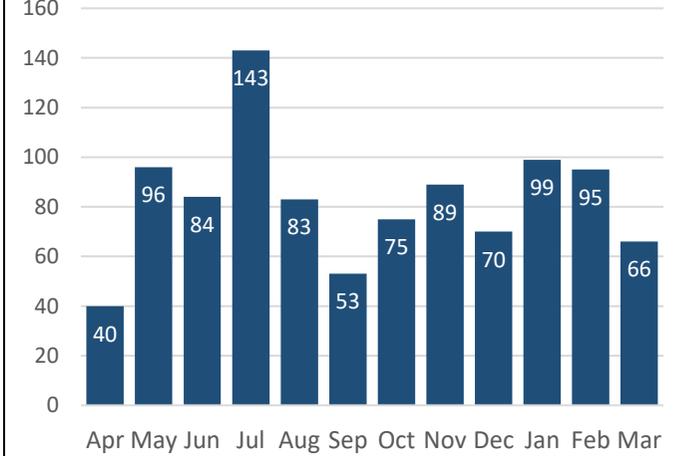
Professional



Health Professional

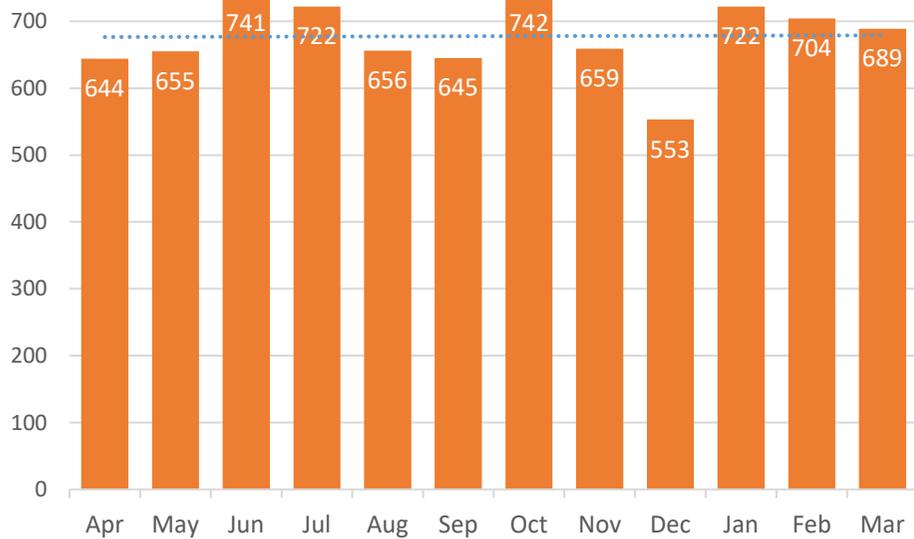


Other Organisation

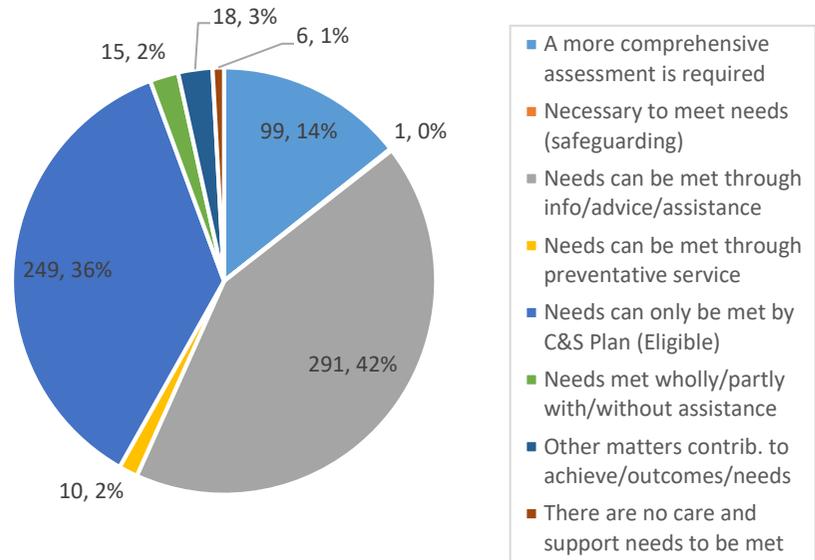


Assessment and Outcome Focussed Care Planning

Number of Well-being Assessments completed by month



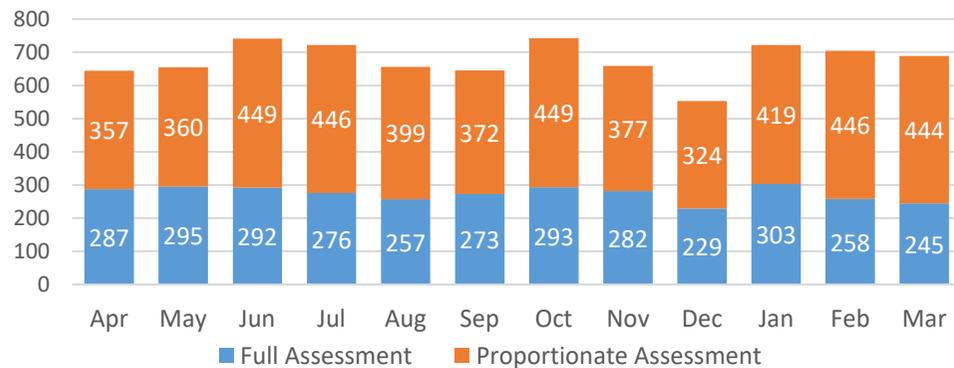
Number of Well-being Assessments completed by outcome March 2020



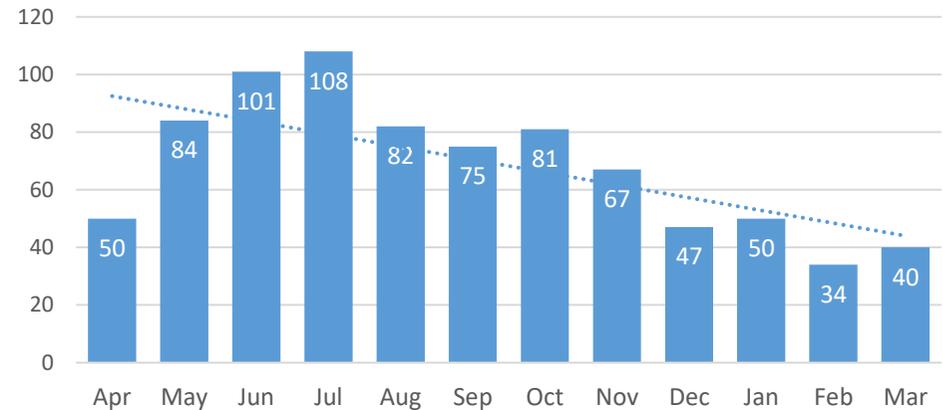
The number of well-being assessments completed increased by 161 in Quarter 4 2019-20 compared with Quarter 3 2019-20:
 Q1 2019-20 = 2,040; Q2 2019-20 = 2,023; Q3 2019-20 = 1,954; Q4 2019 = 2,115

Of the 2,115 well-being assessments completed in Quarter 4, 41% (875) people's needs could be met through provision of information, advice and assistance and 36% (760) required a care and support plan.

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



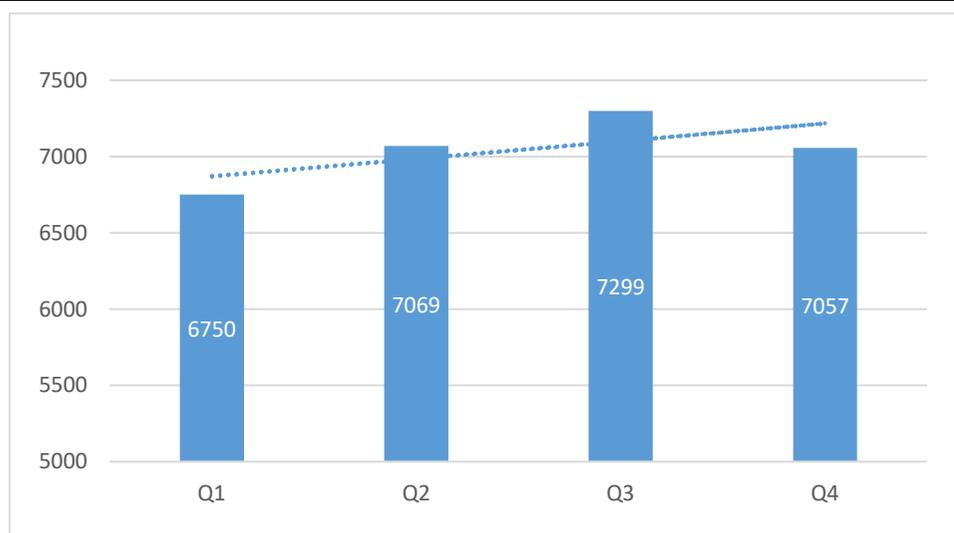
Number of Well-being Carers Assessments completed by month



Two more full assessments were completed during the quarter 4 than quarter 3.

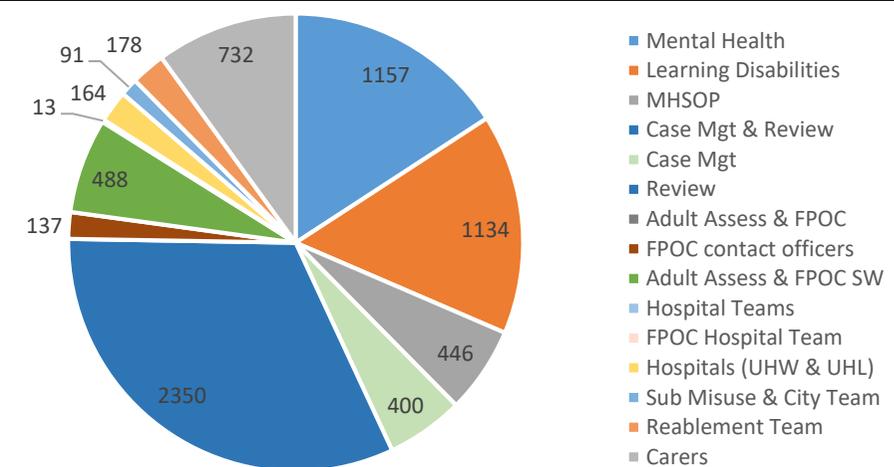
124 carers assessments were completed in Quarter 4 compared with 195 in Quarter 3.

Number of open cases



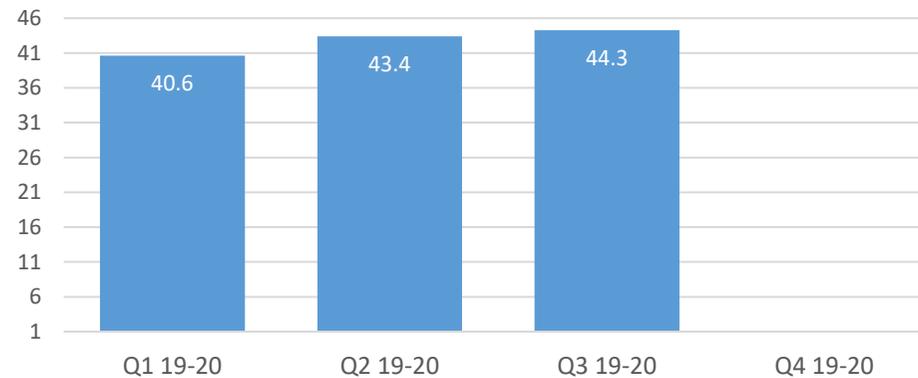
There were 7,057 open cases at the end of March 2020.

Number of open cases per team March 2020

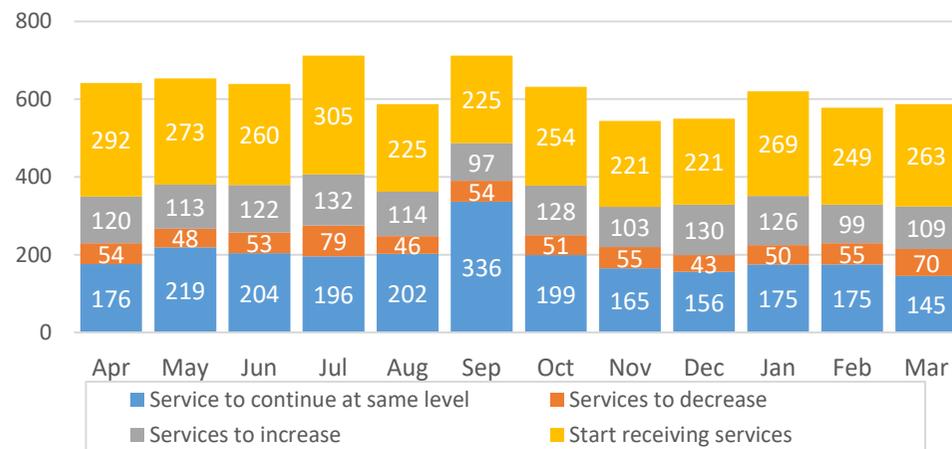


2,350 cases were managed by the review team; 1,134 were people with a learning disability and 1,157 were people with mental ill health.

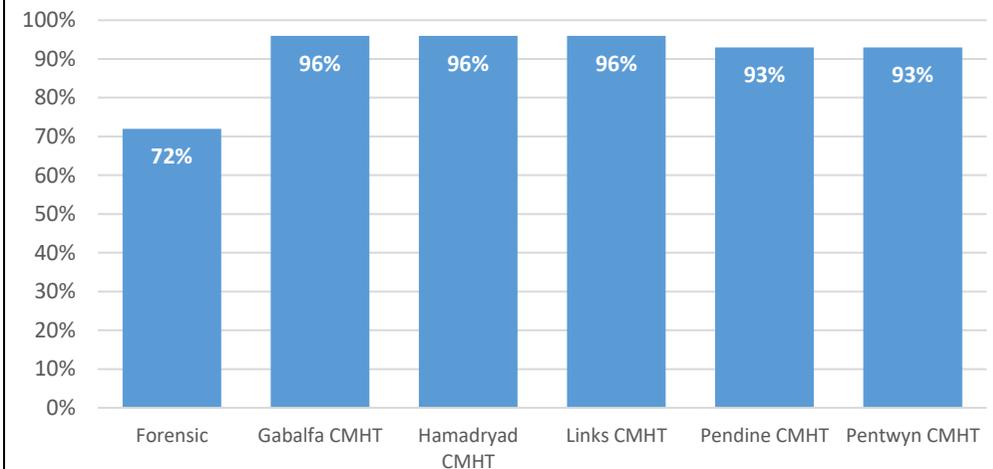
Average caseload (FTE)



Number of Care & Support Plans completed by outcome



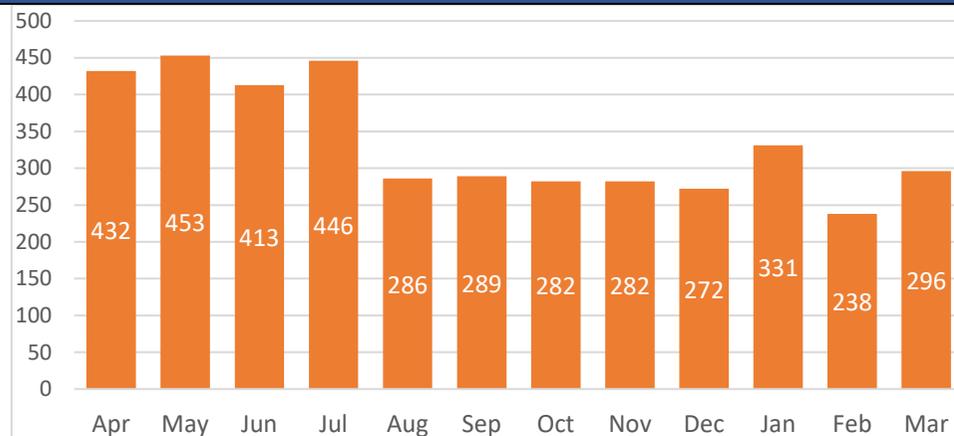
Community Mental Health – Percentage of people with and Care and Treatment Plan (Quarter 3)



Of the 1,796 Care & Support Plans completed in Quarter 4, 781 started receiving services, 495 continued with the same level of service, services increased for 334 people and decreased for 175 people.

Of the 3,192 people open to Community Mental Health services at 31st December 2019, 93% (2,963) 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).

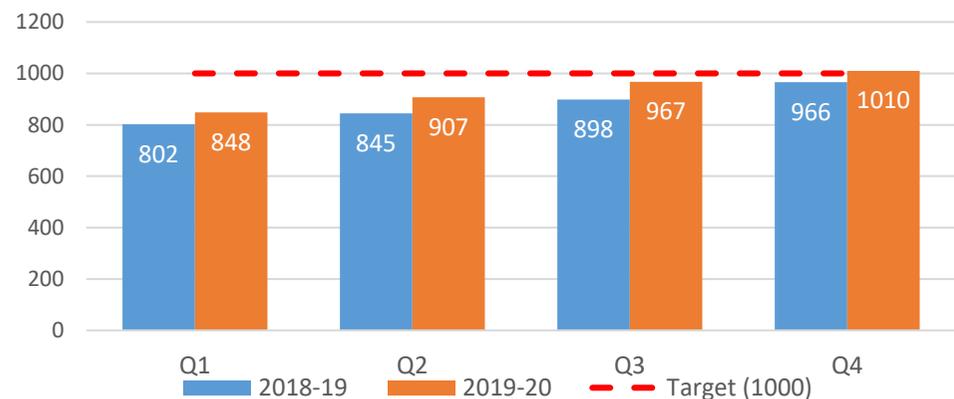
Number of Care & Support Plan reviews completed



Number of pending reviews as at end March 2020

Team	Total
Adult Assessment	4
Case Management Team	11
FPOC Social Work Team	1
Hospital - Llandough	1
Learning Disabilities	126
MHSOP	9
Review Team	459
Total	611

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



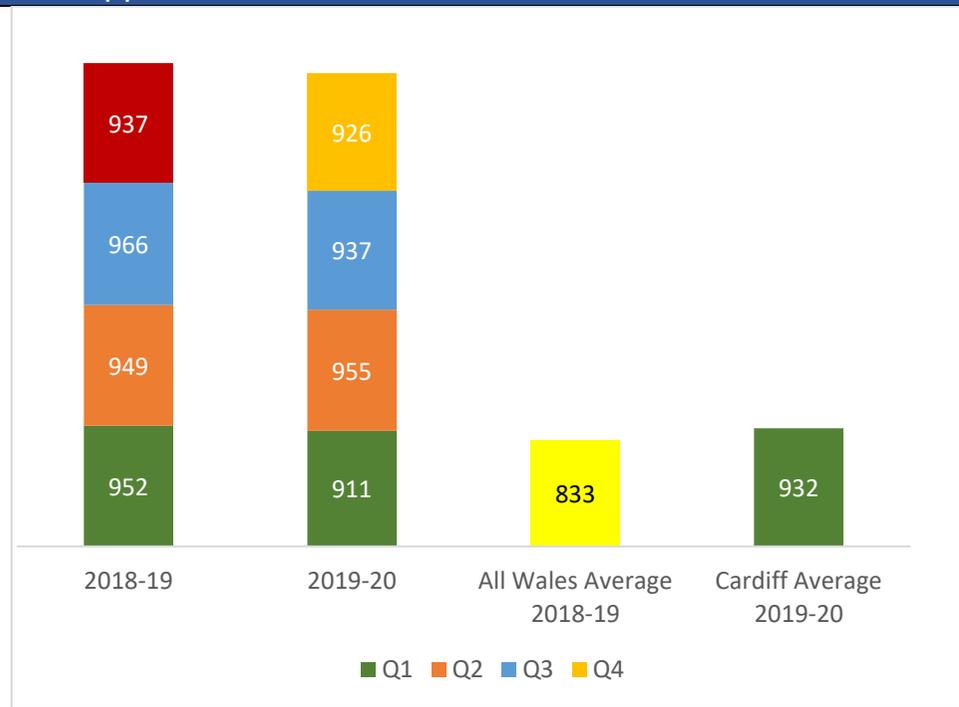
722 adults in receipt of Direct Payments during the quarter. 30 adults started Direct Payments during the quarter and 39 ceased – the main reasons for ceased were deceased and care home admission.

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

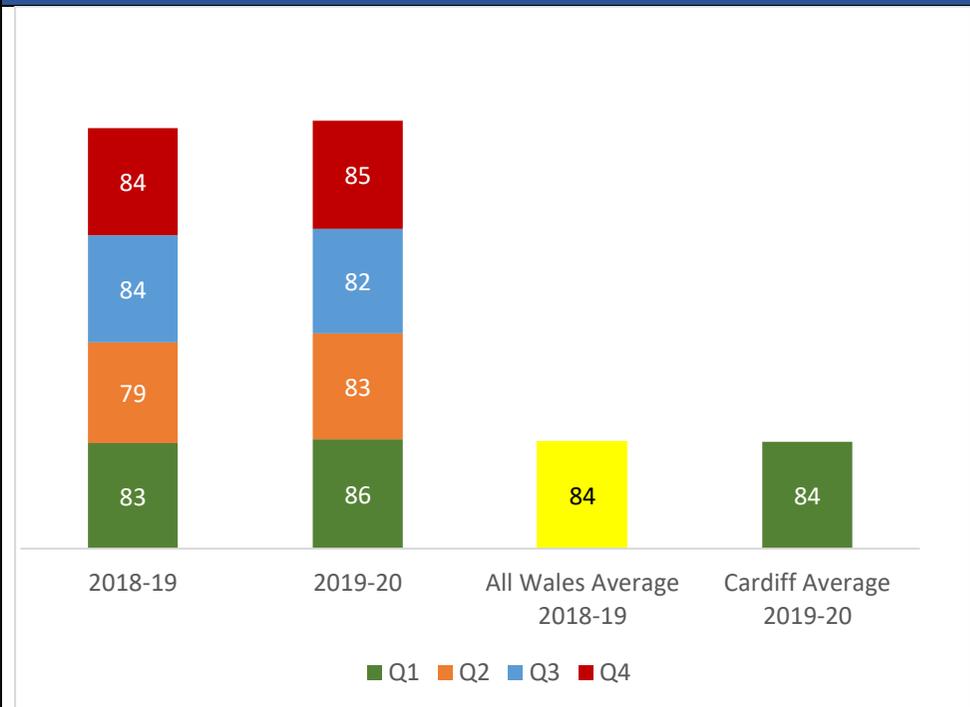


2,847 / 3,556 carers were offered an assessment during the year. This includes offers to new and existing carers. The PI is cumulative so performance will improve as the year progresses. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. 1730 / 1883 (92%) new carers that started during the year were offered an assessment during the year. There is work to do to improve the recording of offers of assessments in the First Point of Contact and ensure that all carers are offered an assessment at the right time for them.

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

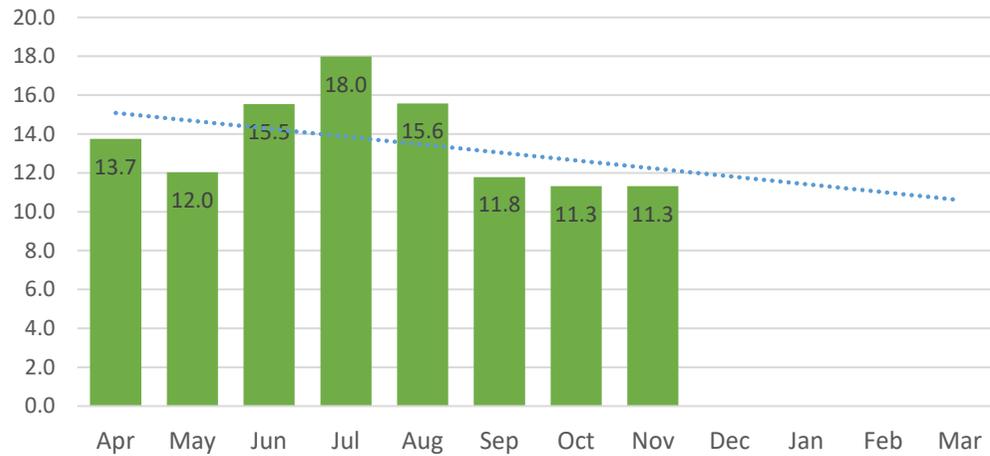


SSWB22 Average age of adults entering residential care homes

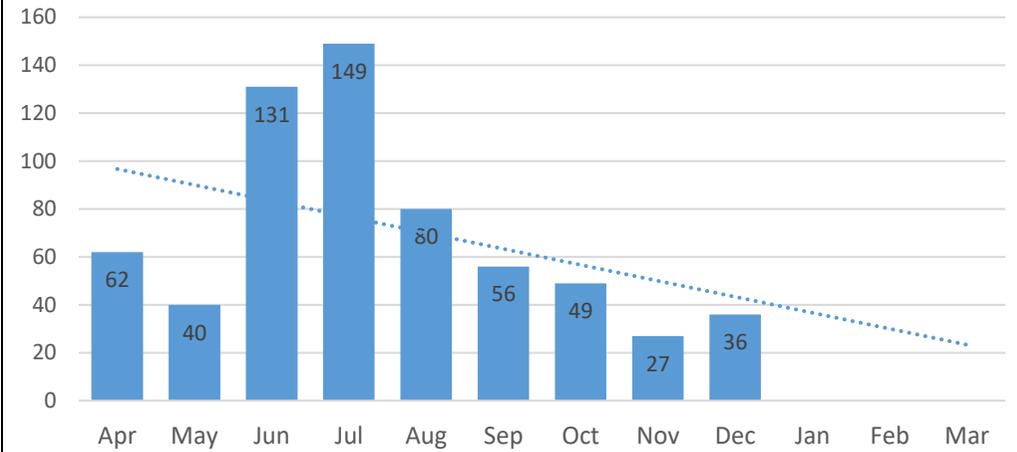


Commissioning & Service Provision

Average Number of days between Referral and Start of Package



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



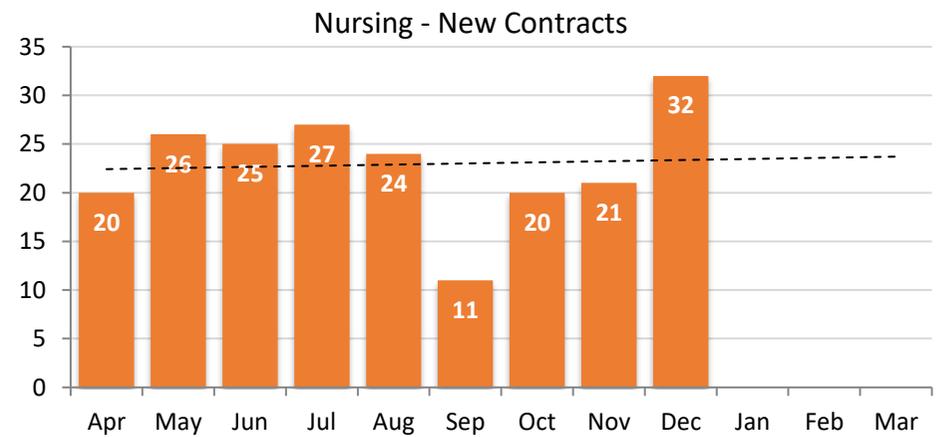
Residential Care Home - New Contracts Agreed

Data development - bars to be split to separate threshold funders

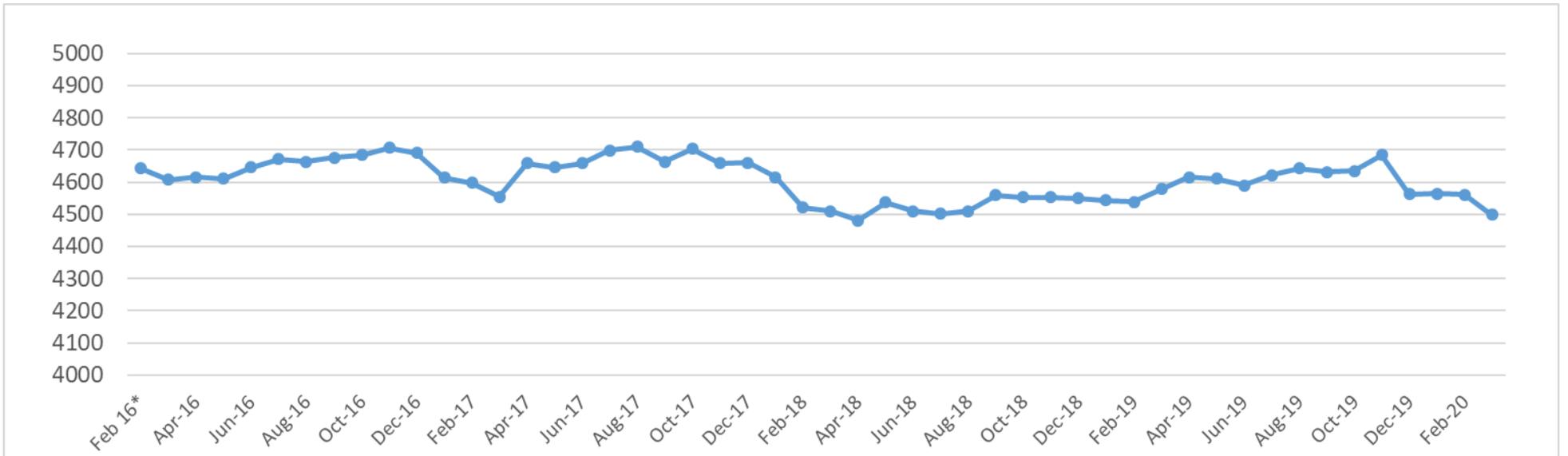


Nursing Care Home - New Contracts Agreed

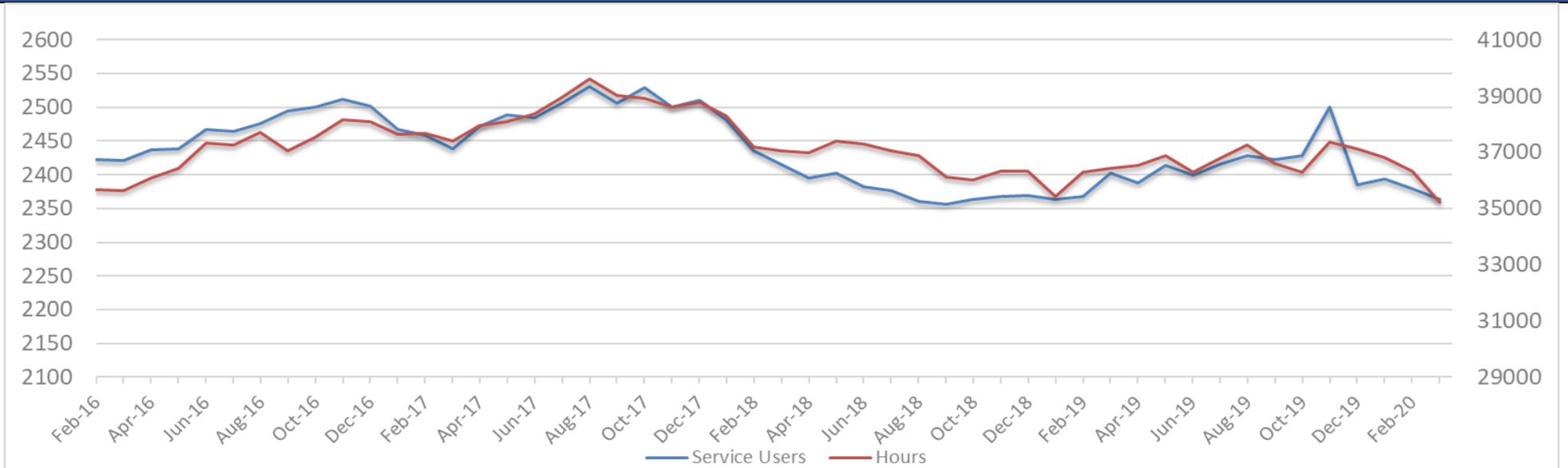
Data development - bars to be split to separate threshold funders



Number of Care and Support Packages

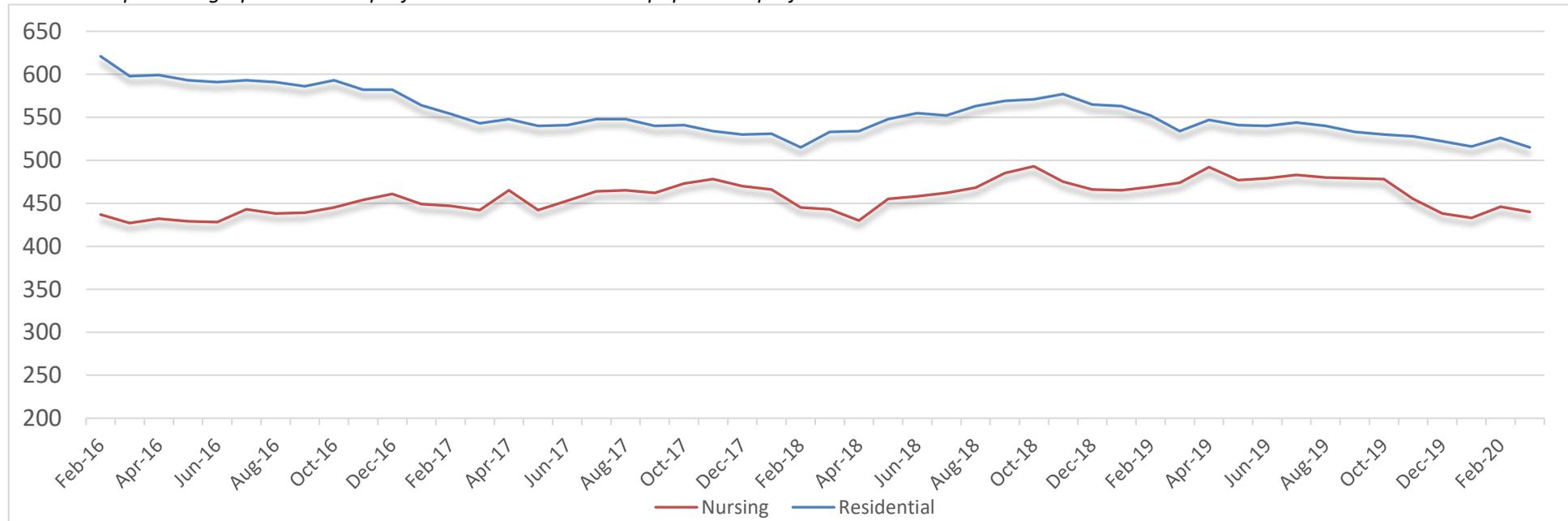


Number of people and hours - Domiciliary Care



Number of people - Residential & Nursing Care

Data development – graph to include projected numbers based on population projections



Rate of Admissions to Residential and Nursing Care per 10,000 Population Aged 75+

Data development

Safeguarding (Adult)

Key Statistics

- Corporate Safeguarding report card available from Quarter 1 2019-20.

Contracts & Service Development Team - Escalating concerns – December 2019

Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	1	Provider Performance Meeting	2
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	0
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	20	Number of issues reported	1

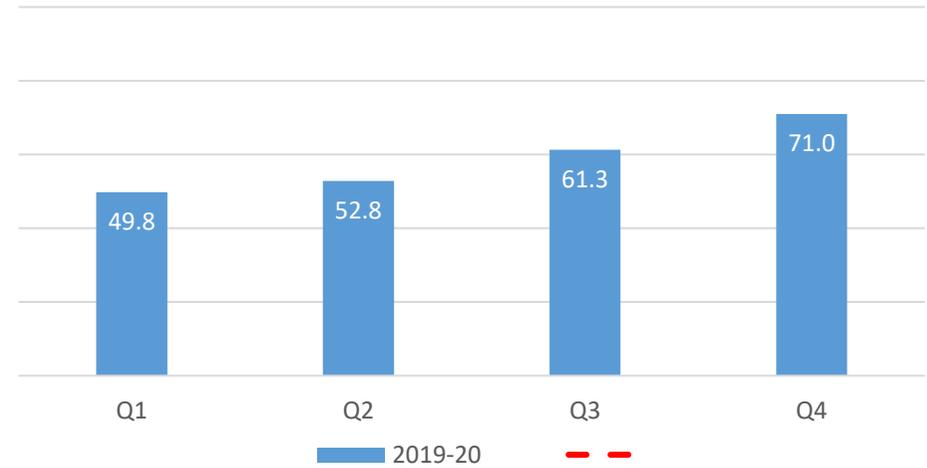
TBC

SSWB18 Percentage of adult protection enquiries completed within 7 days



97.3% of adult protection enquiries (363 / 373) completed in 7 working days in Quarter 4. Performance continues to be closely monitored.

RES15 Percentage of council staff completing Safeguarding Awareness training

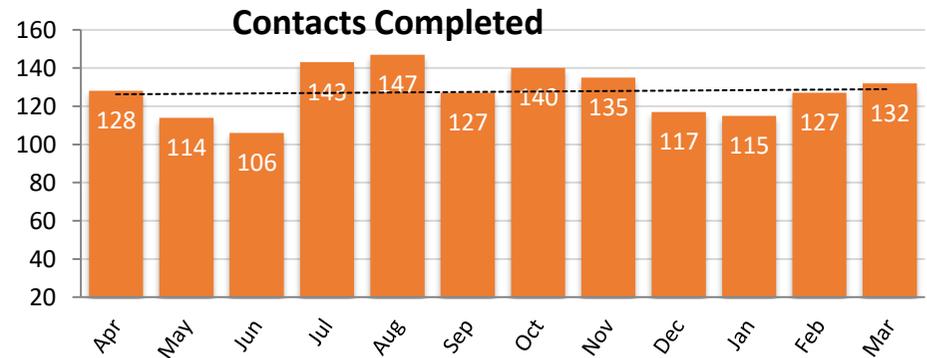


Results are provisional whilst work is ongoing to improve the collation method of this PI. This may mean the results are no longer comparable to previous years.

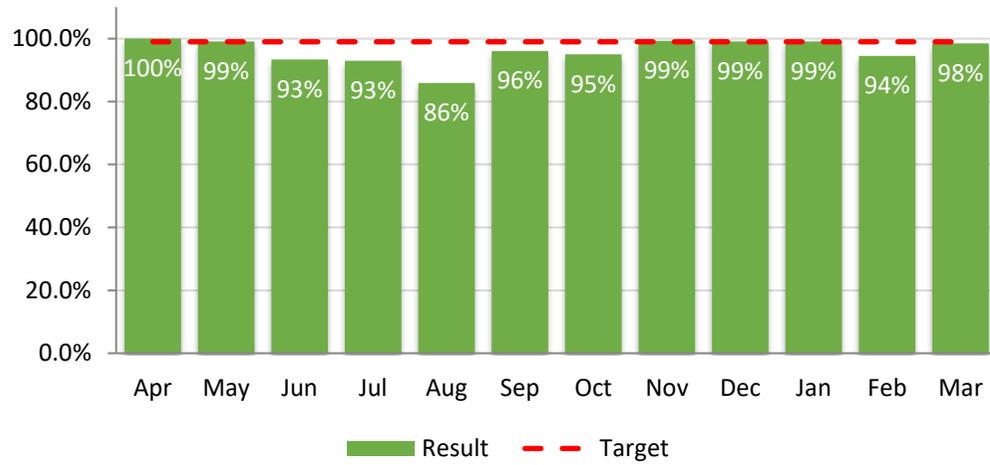
1. Number of contacts received



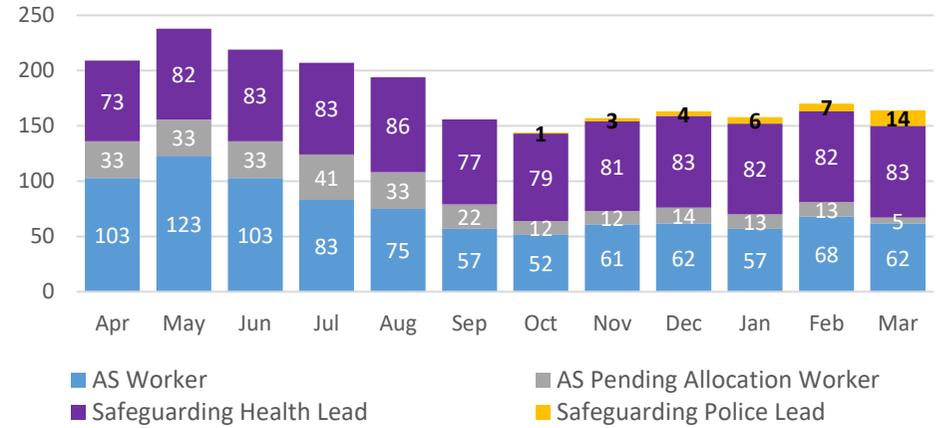
2. Number of contact records completed



3. Percentage of contacts completed within 7 days



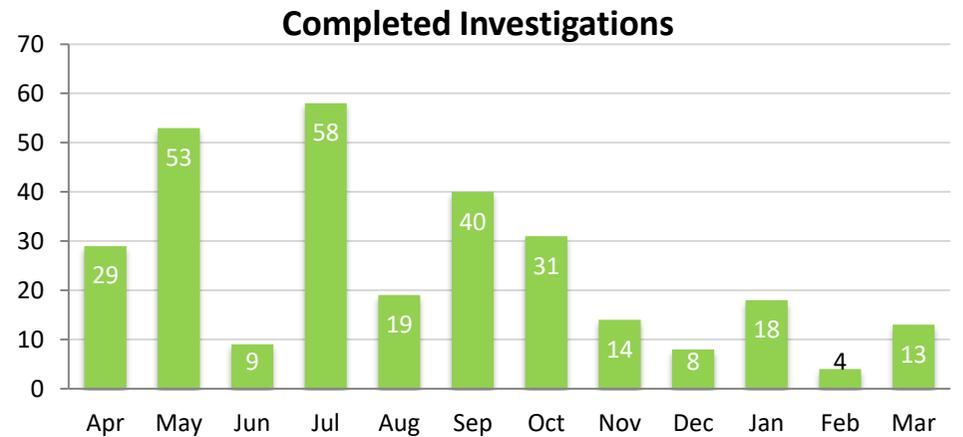
4. Number of pending investigations



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	535	16.4	8,771	4.5	19.33	
Q2	535	16.4	8,771	9.64	21.21	
Q3	535	16.4	8,771	15.44	21.61	
Q4	535	16.4	8771	21.46		

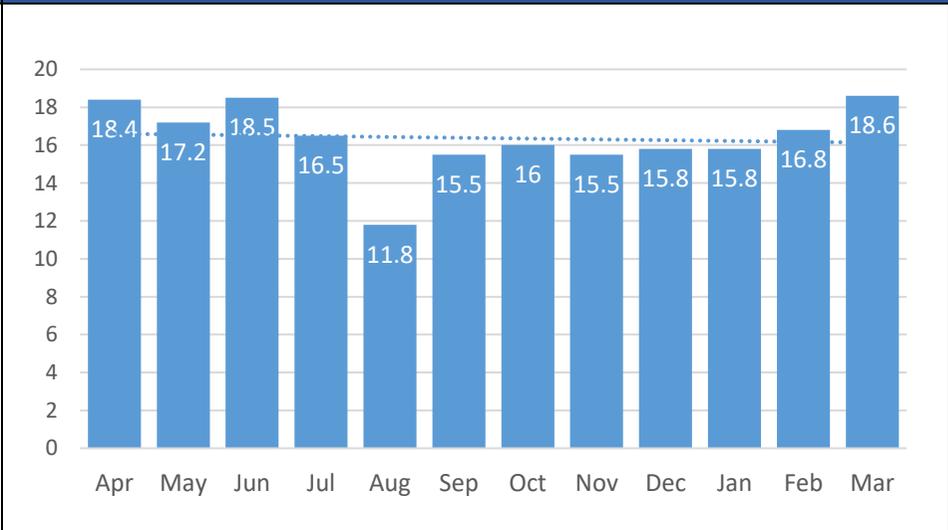
- Top 4 reasons for sickness during the quarter (All Social Services): Data to be confirmed
- | | |
|---|--|
| 1 | |
| 2 | |
| 3 | |
| 4 | |

Sickness Rate (FTE)

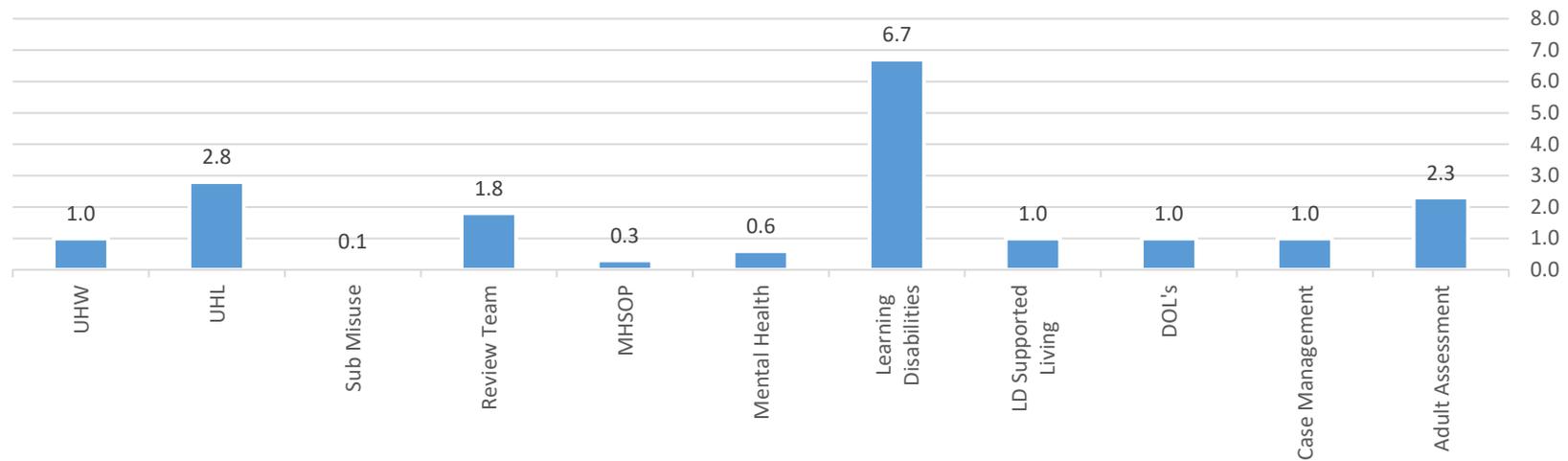


Data development - include breakdown that shows % sickness in Direct Services

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

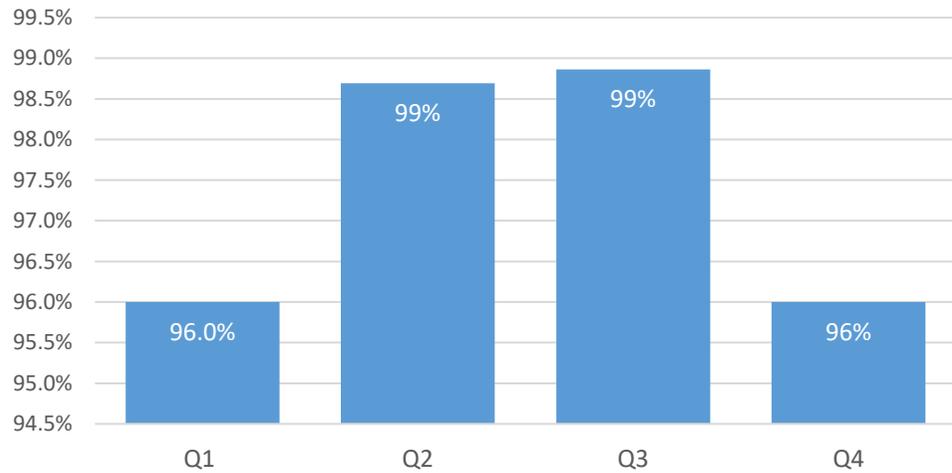


Social work vacancies by team March 2020

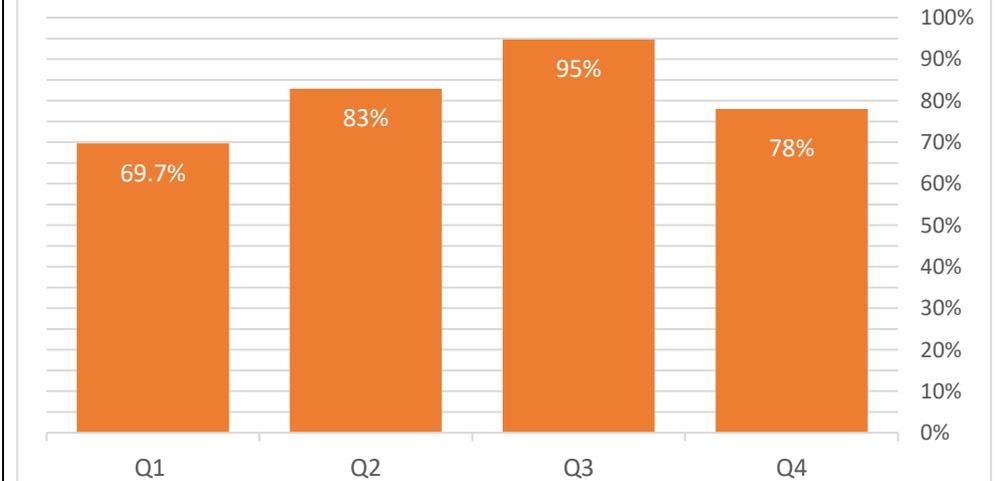


Learning Disability Team, vacancies have all been backfilled with Agency staff.

Percentage of return to work interviews completed



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%
Adults Survey Total	4,684	2,479	615	25%
Carers Survey Total	679	292	152	52%

Case file audits completed during the year **TBC**

Adult Audits

	Q1	Q2	Q3	Q4
Safeguarding Audits completed	230	180	109	
Outcomes, learning and recommendations include the numbers of recommendations opened and closed. [Data not yet available]				

Case File Audits

Since November 2019, 20 audits have been completed. The audit cycle was paused in January and will recommence on 11th February.

Outcomes, learning and recommendations include the numbers of recommendations opened and closed. [Data not yet available]

Compliments & Complaints Q3 2019-20 **TBC**

Compliments & Complaints

Stage 1 Complaints	No.
Complaints received	18
Responded on time	9
Responded late	3*
Open at quarter end	10

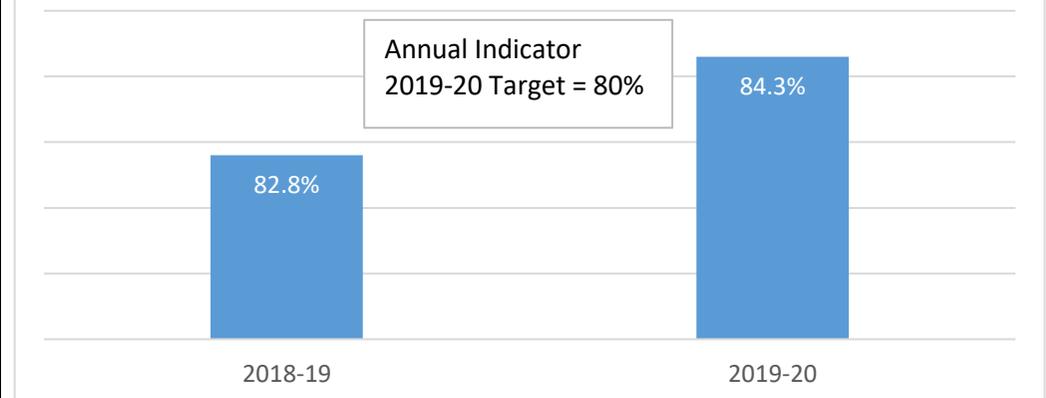
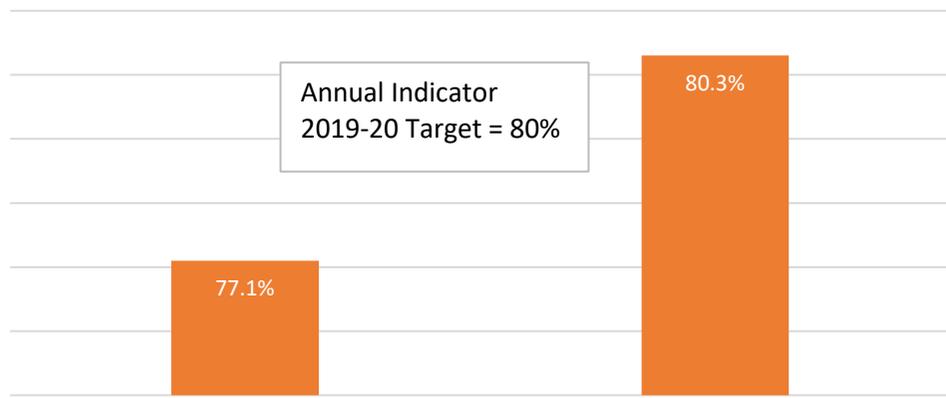
Stage 2 complaints	No.
Open from Q3	2
Initiated during Q4	0
Closed during Q4	0
Open at quarter end	2

Compliments
19

*6 complaints remain open as of 28th July 2020. Unfortunately, it has not been possible to respond to all complaints as all Council officers have been concentrating on making sure that vital services are available to those residents who need them the most. We have received clear guidance from the Public Services Ombudsman for Wales that they understand our ability to respond 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.

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

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

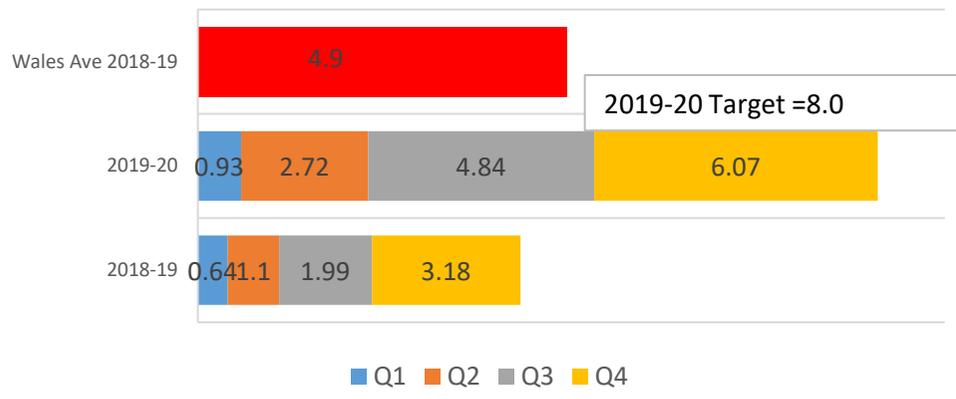


80.3% of adults (321) reported that they felt involved in any decisions made about their care and support.

84.3% of adults (354) reported that they are satisfied with the care and support they receive.

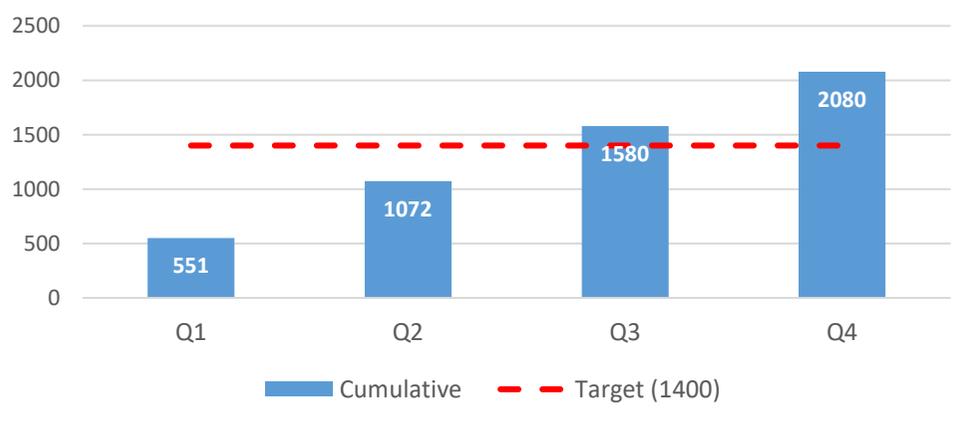
Additional Information and Corporate Plan PIs

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



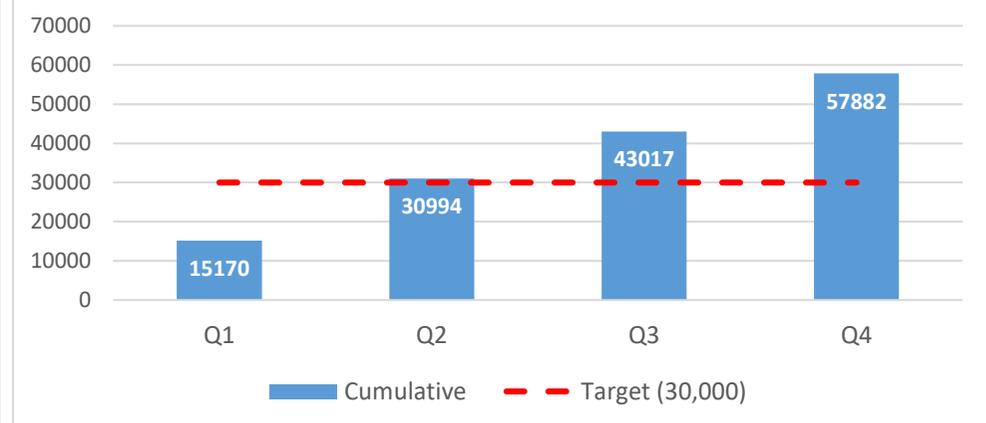
Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as “extreme pressure” over the summer months, which is the highest state of pressure for a hospital. Increase in number of Delayed Transfers of Care - 42 people aged 75+ in July, August and September compared with 11 in the same period last year. The original target for 2019-20 is under review in light of Quarter 1 and 2 performance and a more achievable target will be set. Please note that this PI is cumulative.

CRT 1 Number of people who accessed the Community Resource Team



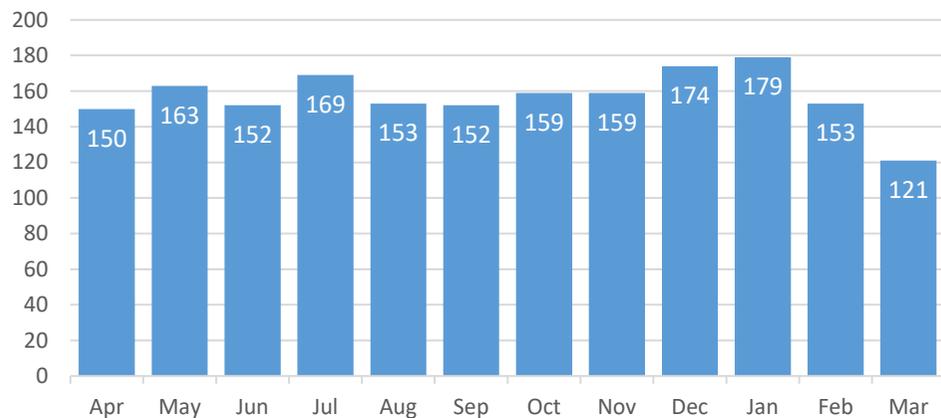
Cumulative data: 2,048 people accessed year to date. Q1: 551 people, Q2: 521 people, Q3 508 people & Q4 500 people.

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



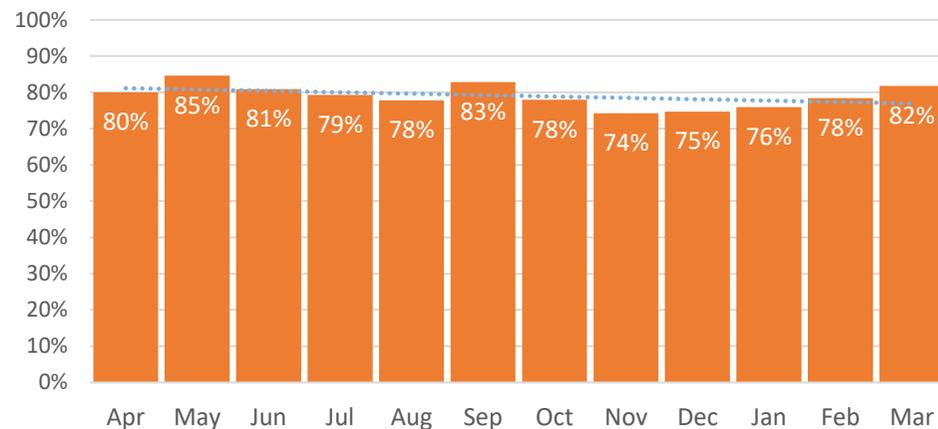
Cumulative data: 30,994 hours provided year to date. Q1: 15,170 hrs, Q2: 15,824 hrs, Q3: 12,023 & Q4 14,865.

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



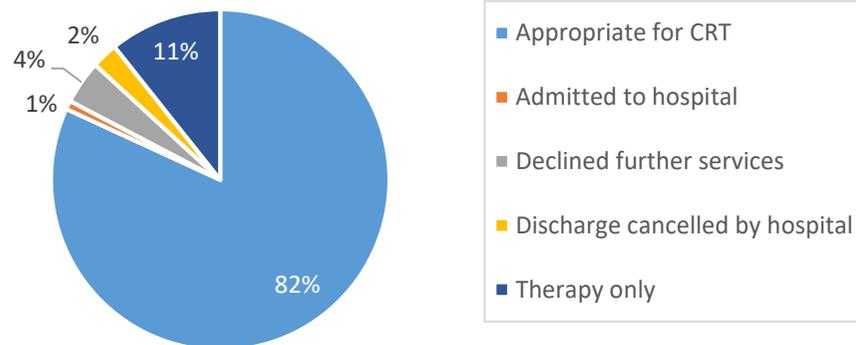
121 CRT assessments were undertaken following a referral in December.

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



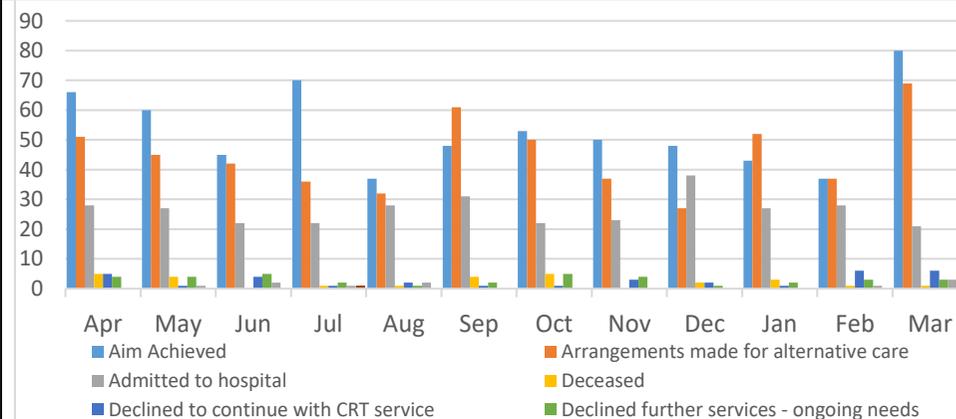
In March 82% (99/121) of CRT assessments undertaken following a referral were appropriate for CRT.

Outcome of CRT assessments undertaken following a referral March 2020



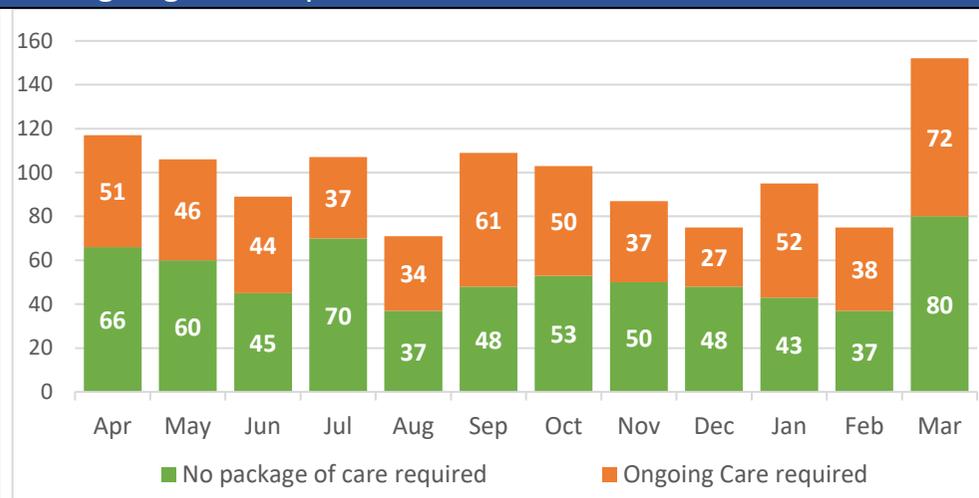
82% (99) of CRT assessments undertaken following a referral were appropriate for CRT. 0% (0) were not appropriate for CRT. Other outcomes include people being admitted to hospital, discharge being cancelled by hospital and declining services.

CRT packages ended by outcome



Of the 183 CRT packages ended in March, the outcome of aim achieved for 80 people (44%). Alternative care arrangements were made for 69 people, 21 people were admitted to hospital, 1 deceased, 6 declined to continue with CRT services, 3 declined further services – ongoing needs and 3 Residential/Nursing Care.

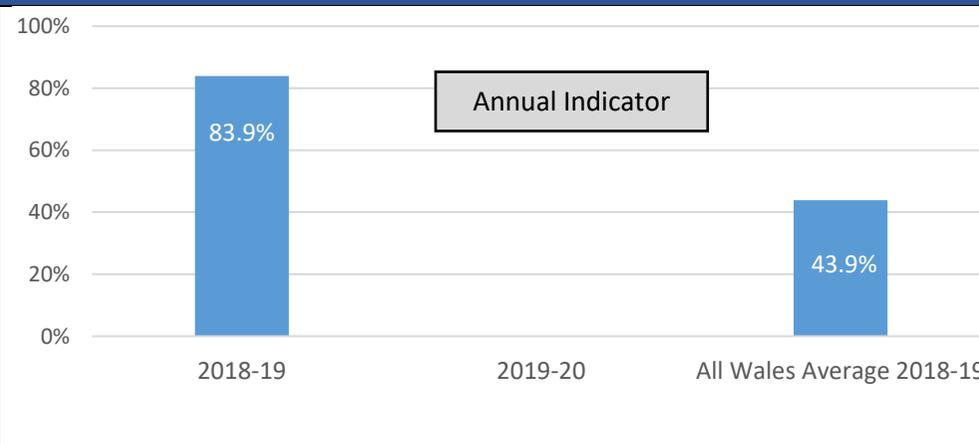
CRT packages ended by outcome – No package of care required or Ongoing care required



Number of hours saved from hospital discharge to end of CRT

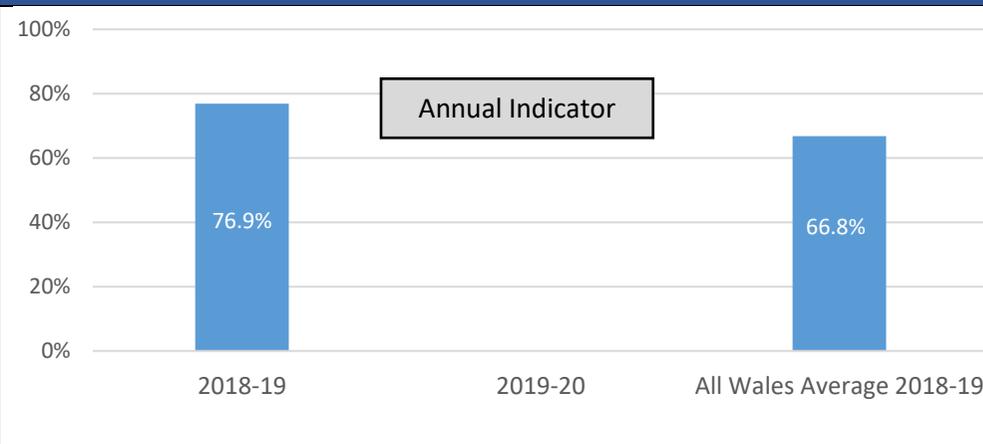
Data development - number of hours saved from hospital discharge to end of CRT intervention.

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



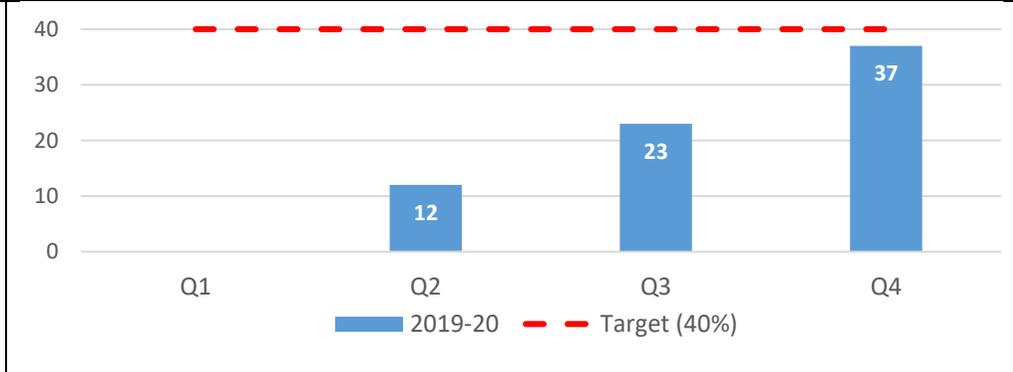
76.9% of adults (621) who completed a period of reablement in 2018-19 had no package of care and support 6 months later.
Annual PI.

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



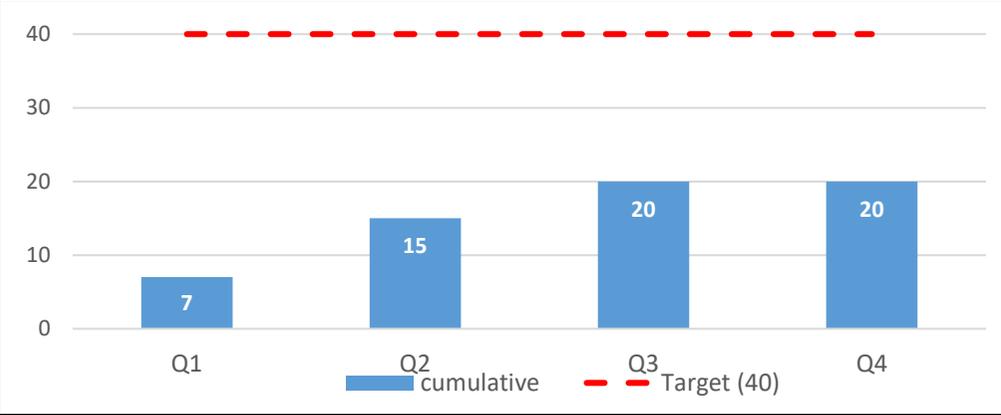
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward. Q4 increase due to the impact of Covid-19 where Reablement has temporarily diverted support to focus on maintaining capacity in hospitals by supporting discharge and they were not taking purely Reablement cases.

Dem 1 Percentage of staff completing dementia friendly training



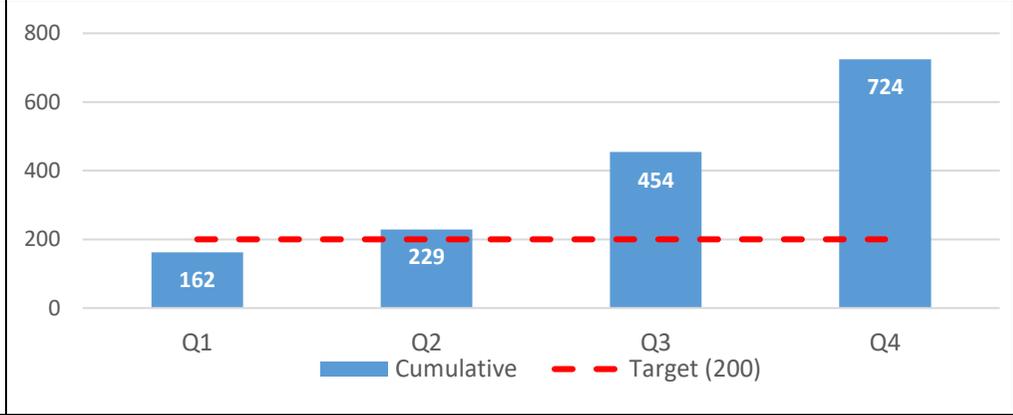
E-module became mandatory in September 2019. Quarter 1: 0 people, Quarter 2: 759 people, Quarter 3: 1441 people and Quarter 4: 2369 people. The result is provisional whilst work is ongoing to improve the collation method of this PI.

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



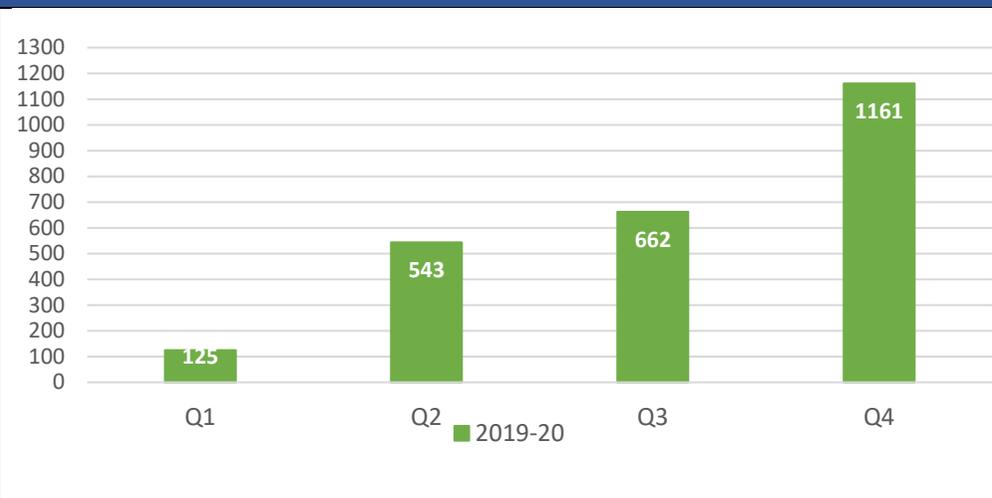
Cumulative data: 20 year to date. Quarter 1: 7, Quarter 2: 8, Quarter 3: 5 & Quarter 4: 0

Dem 3 The number of Dementia Friendly city events held



Cumulative data: 724 year to date. Quarter 1: 162, Quarter 2: 67, Quarter 3: 225 & Quarter 4: 270

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



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

