

ADULT SERVICES

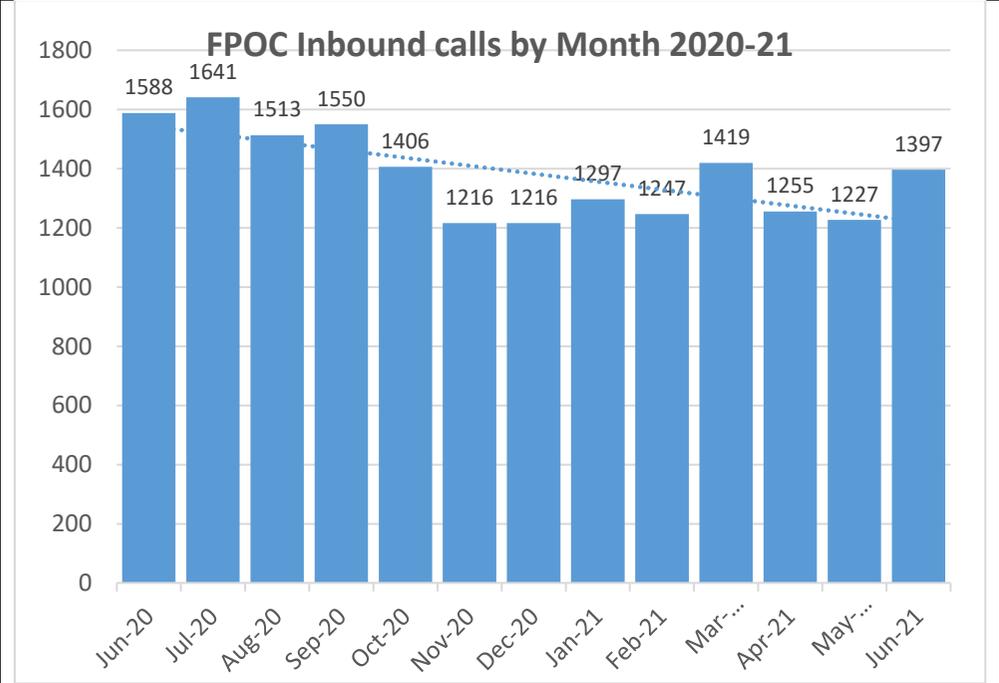
PERFORMANCE REPORT

QUARTER 1 2021-22

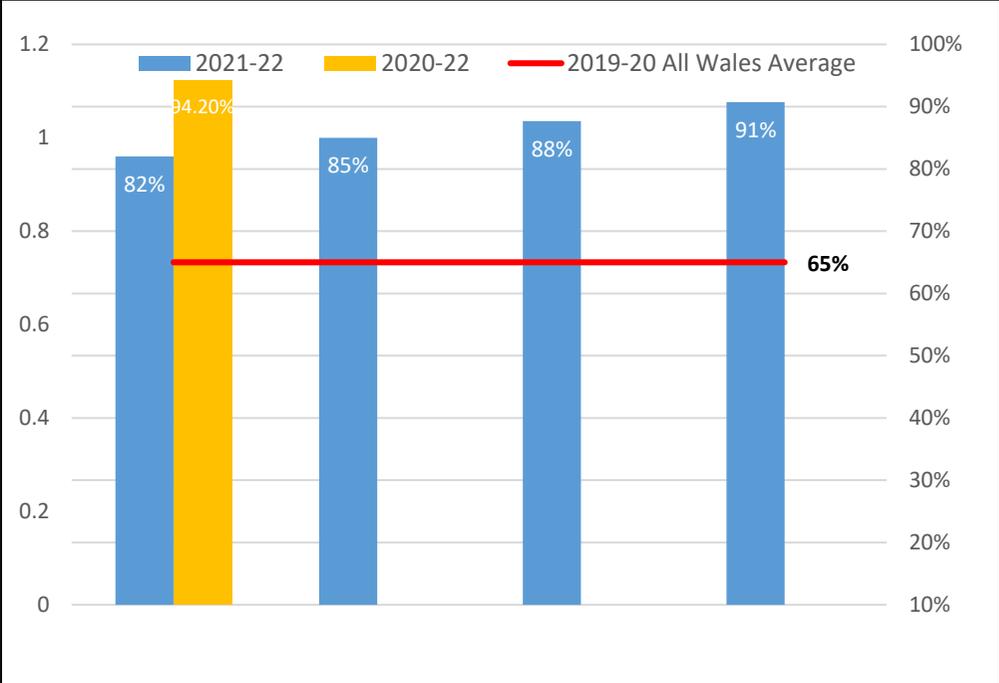


First Point of Contact and Prevention

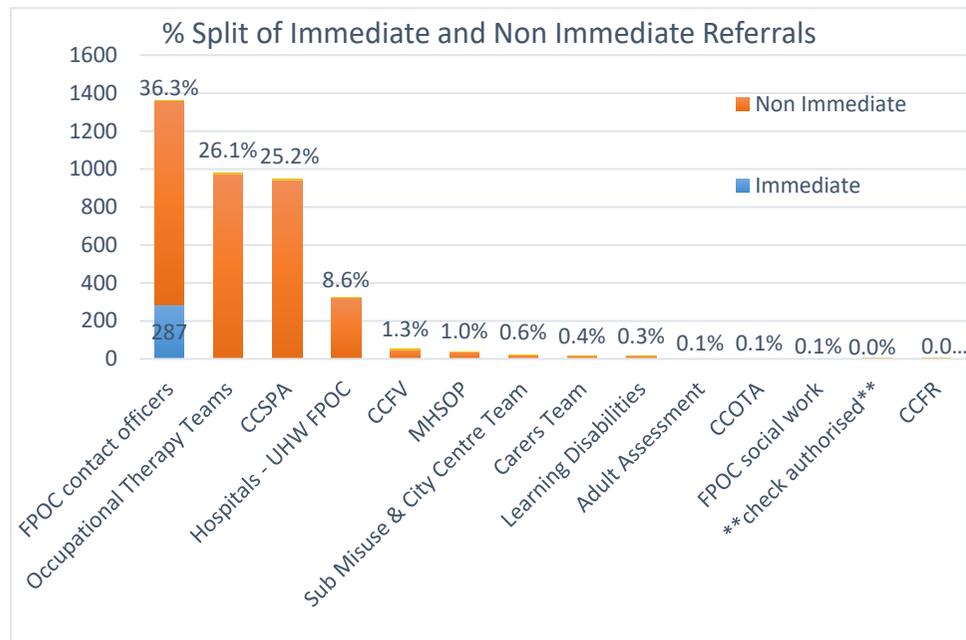
Number incoming of calls to First Point of Contact by month



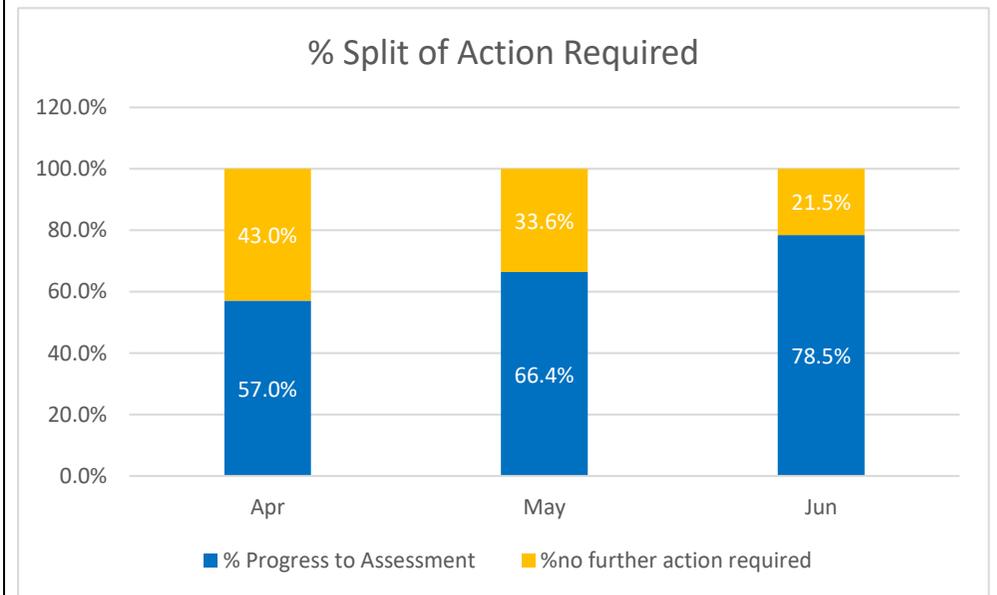
SSWB 23 % Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months



Referral Breakdown



Well-being Referrals received by outcome

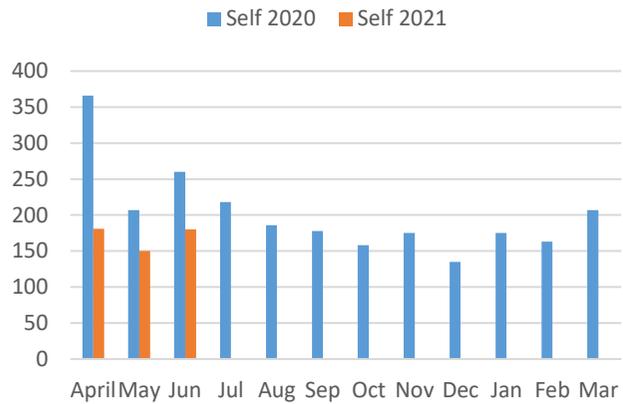


Of the **3,742** (3,417 last quarter) referrals received across the teams in Quarter 1, **1,359** (1481 Q4) were for FPOC Contact Officers making up **36.3%** of all referrals received. FPOC Contact Officers saw a slight decrease in referrals of from year end where it rose significantly. There were 287 Immediate Assessments requested in Q1.

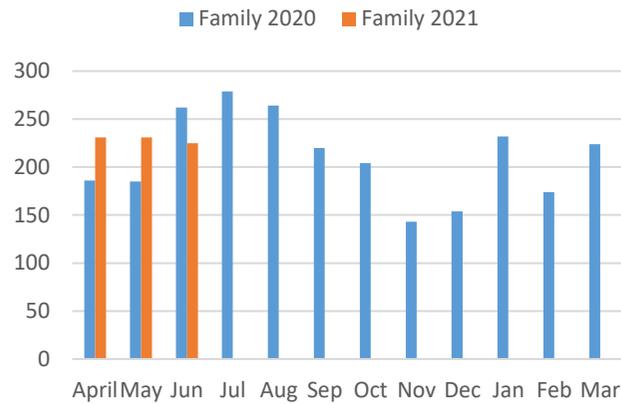
Over the past 12 months we have seen a large shift in the amount of clients that require an assessment compared to those that are 'no further action is required'. This percentage split had stayed steady in the last 9 months at around 45/55, but as you can see the split has continued and now stands at almost 80/20. This would have a significant impact on the volume of cases moving on to Assessment and causing considerable strain on services.

Source of referral compared to last year

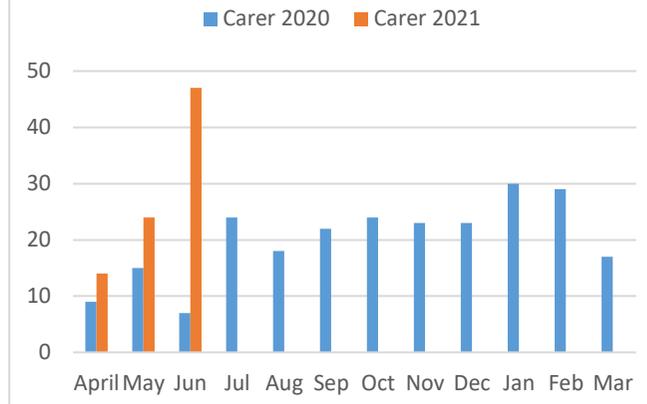
Self



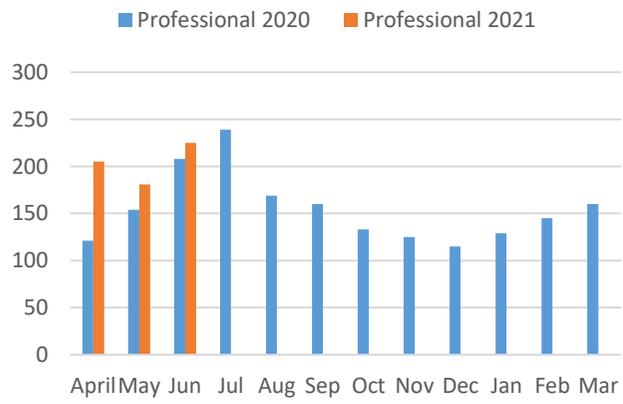
Family



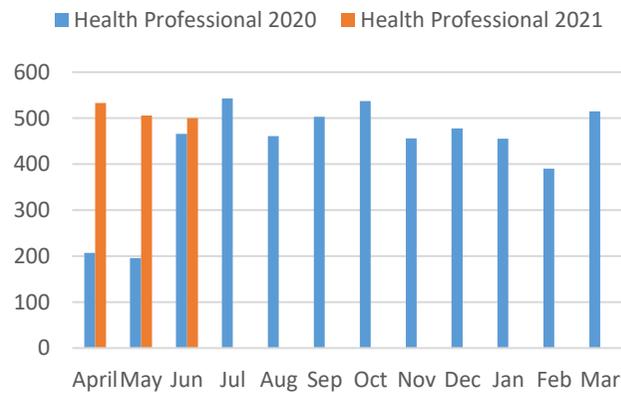
Carer



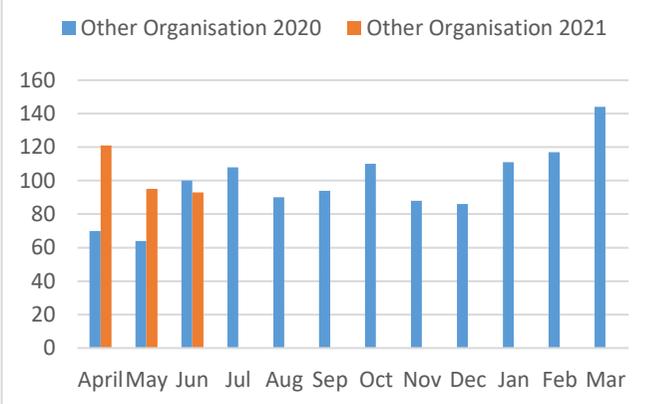
Professional



Health Professional

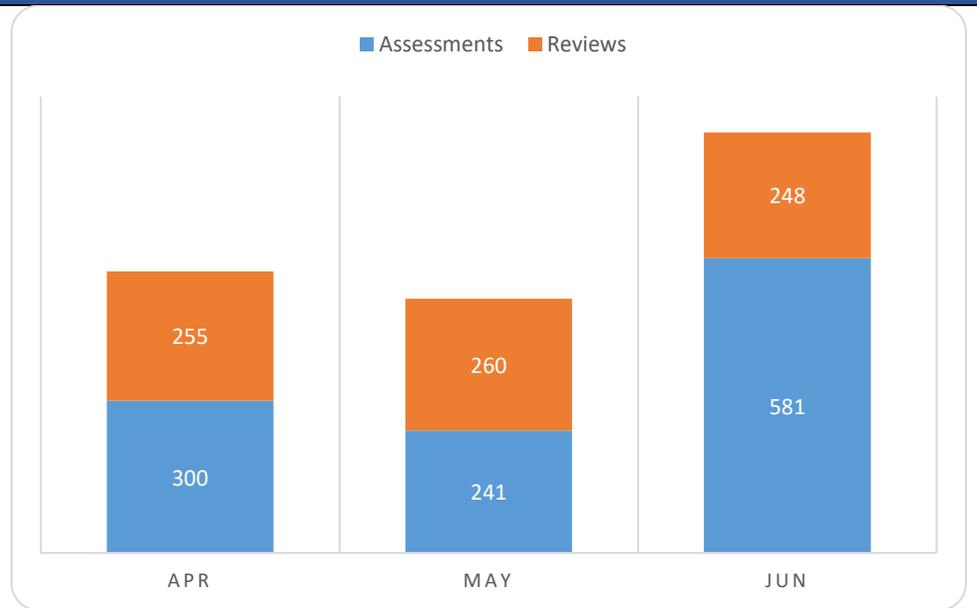


Other Organisation



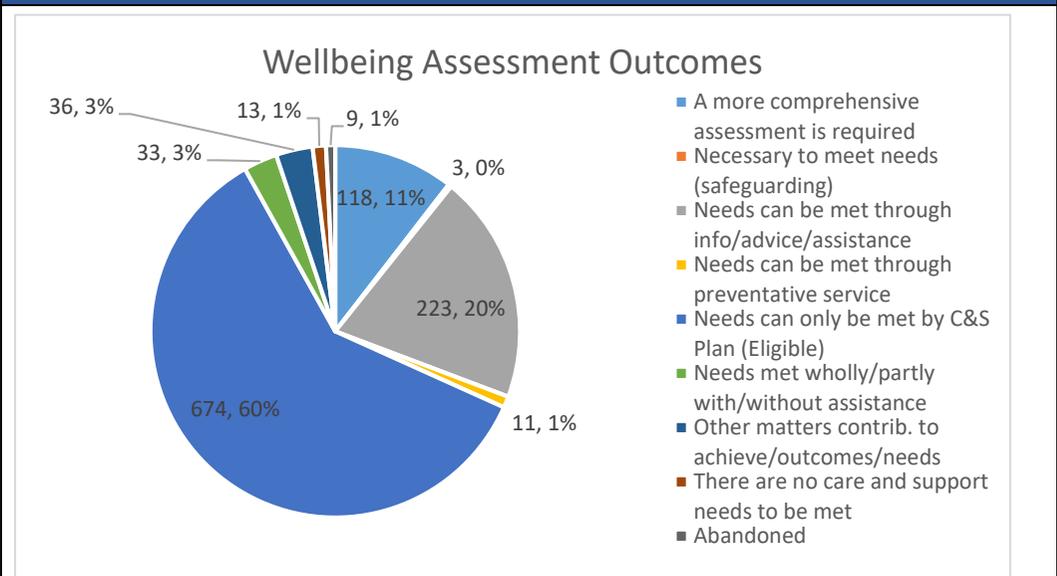
Assessment and Outcome Focussed Care Planning

Number of Well-being Assessments & Reviews completed by month



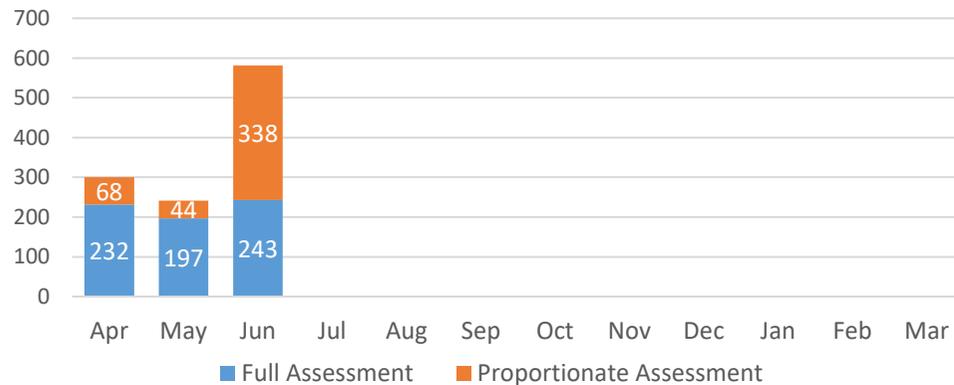
Q1 saw 1,122 Wellbeing Assessments being completed which is an increase of 5% on Q4. Reviews were down by 5% compared to Q4.

Percentage of Well-being Assessments completed by outcome



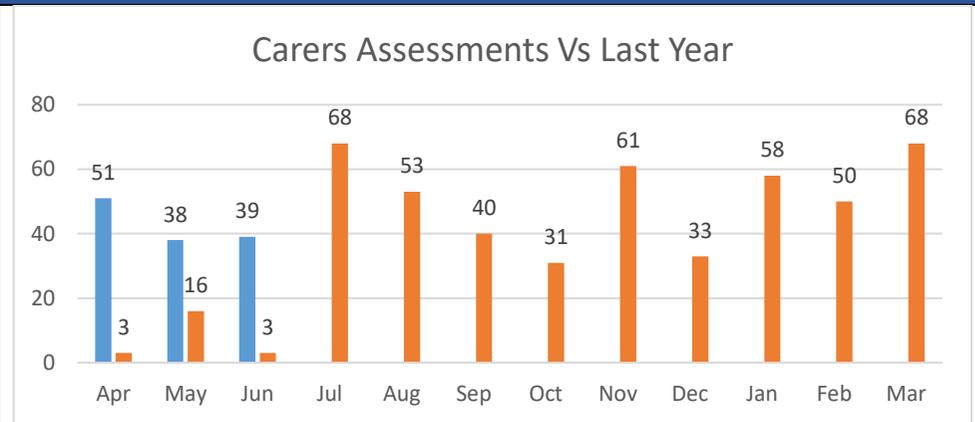
Outcomes of WB Assessments have seen some changes with a more comprehensive assessment required increasing from 10 in Q4 to 118 in Q1 where Proportionate Assessments have re-commenced. Also citizens progressing to a Care and Support plan has seen a slight decrease of around 5%.

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



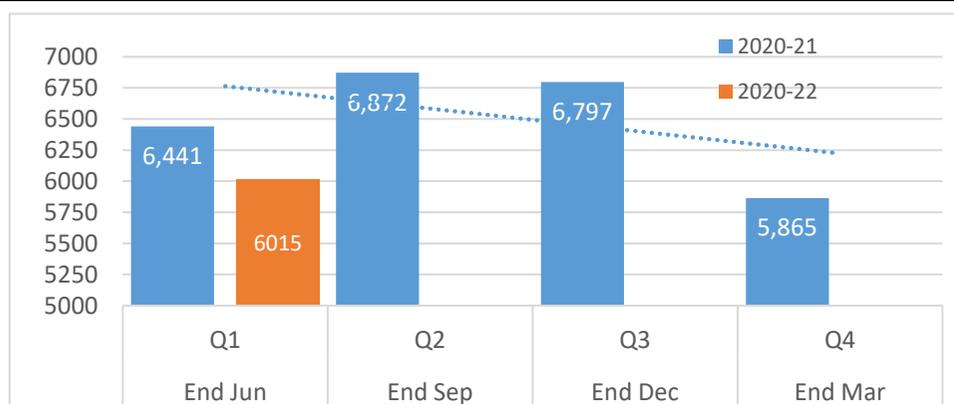
672 full assessments were completed during the quarter 1. This is a 15% decrease on Q4 where **779** were completed. Proportionate Assessments have almost doubled on Q4 with 450 being completed this quarter.

Number of Well-being Carers Assessments completed by month



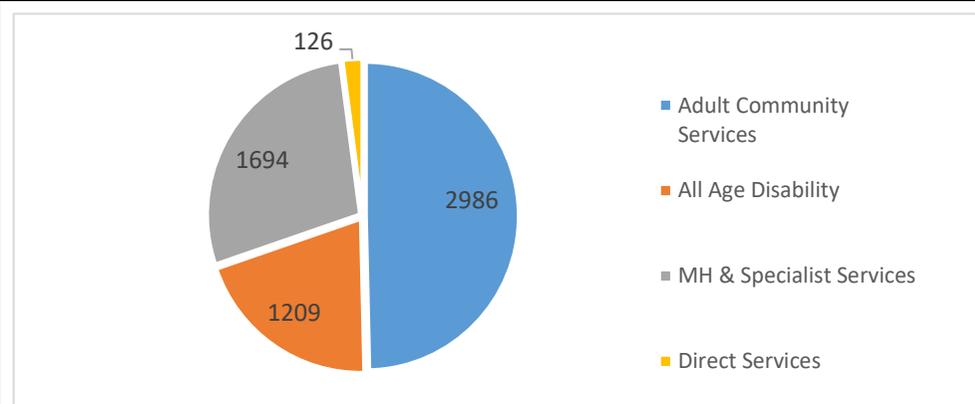
128 carer's assessments were completed in Quarter 1 2020-21; this is almost **50** less than Q4. This is however much higher than the same period last year (**22**).

Number of open cases



There were **6,015** open cases at the end of Q1. A decrease of over **400** cases from year end. **These figures don't include O.T Open Cases*

Number of open cases per Service Area as at end Q1

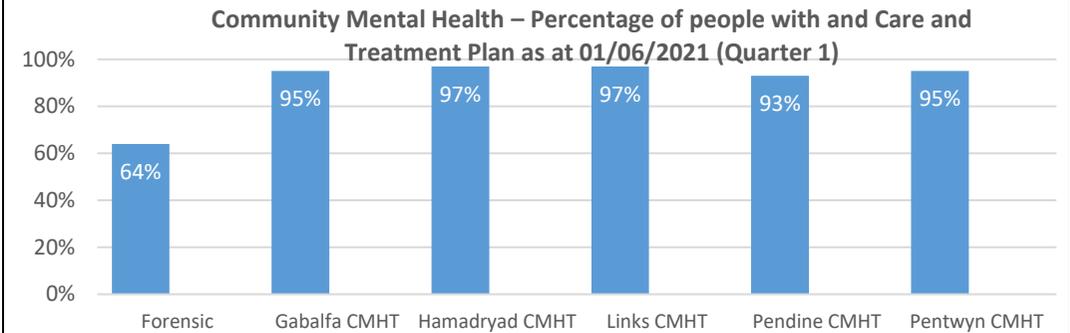


2,986 cases sit with Adult Community Services; **1,694** are with MH & Specialist Services, **1,209** with All Age Disability and **126** cases open with Direct Services.

Number of Care & Support Plans completed by outcome



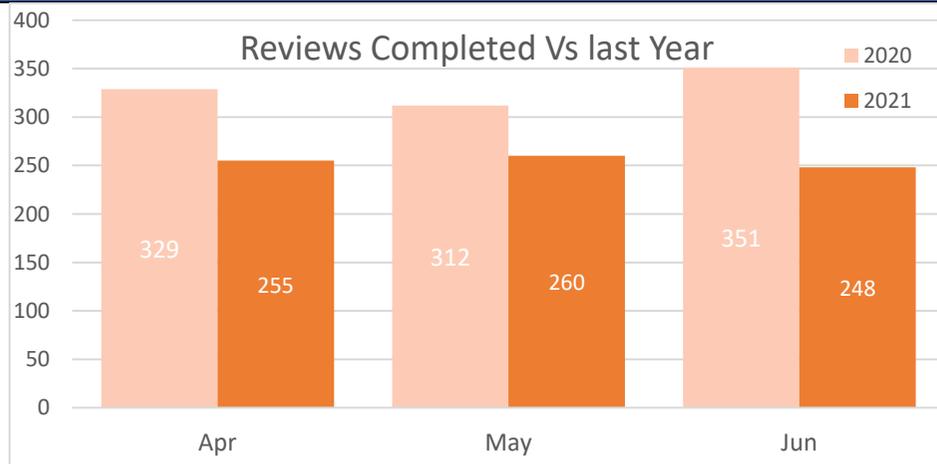
Community Mental Health – Percentage of people with and Care and Treatment Plan (Quarter 1)



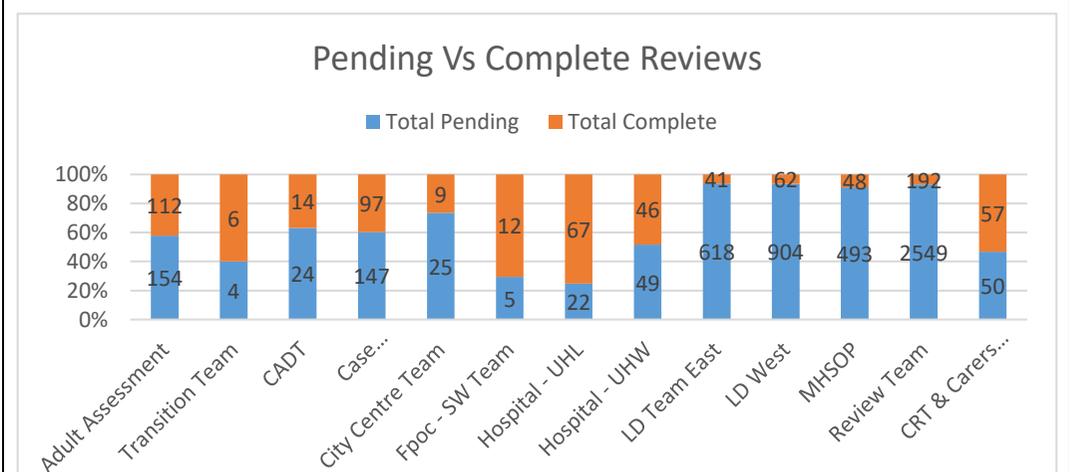
Of the **1,866** Care & Support Plans completed in Quarter 1(Q4 1924), **712** started receiving services, **484** continued with the same level of service, services increased for **389** people and decreased for **203** people. ***These figures don't include reviews or plans that were abandoned or no longer required.***

Of the **2,846** people open to Community Mental Health services in Paris at 1st June 2021, **92% (2,630)** 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).

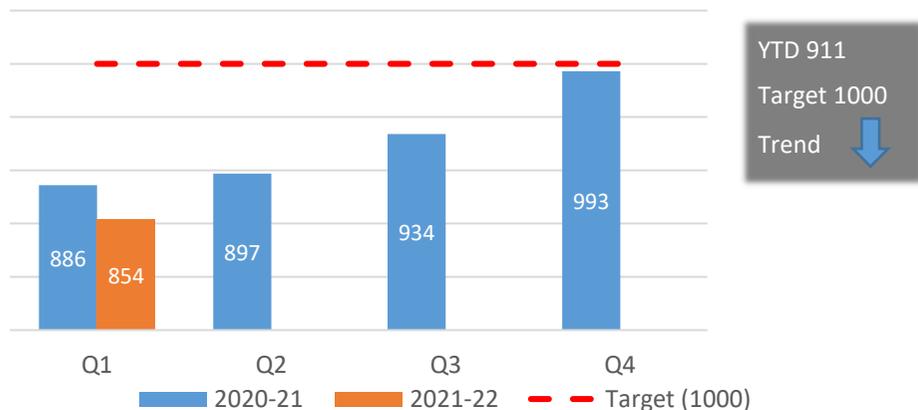
Number of Care & Support Plan reviews completed



Number of pending & Completed reviews as at end Q1



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



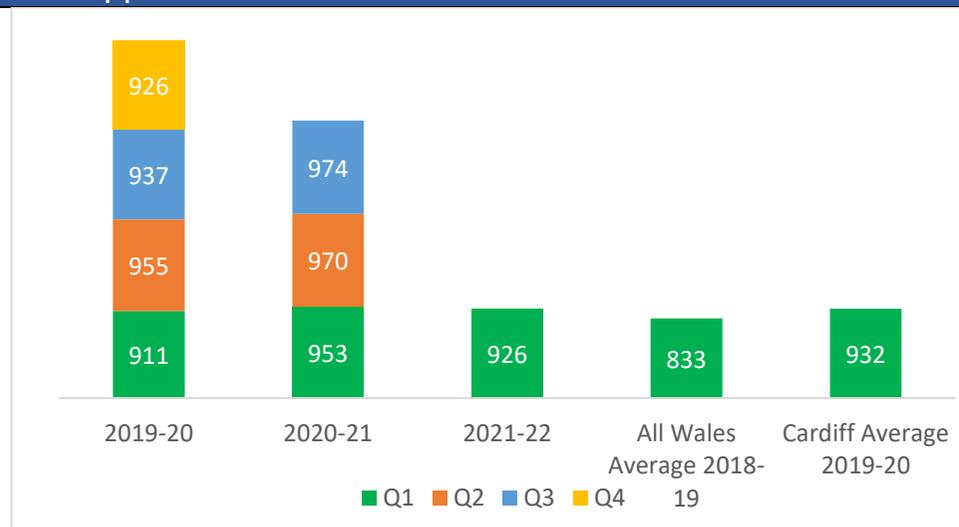
854 adults in receipt of Direct Payments during Q1. Out of the **854, 169** were for Children. A decrease of adults starting Direct Payments on Q4. Direct Payments is expected to see an increase due to increased scrutiny and planning in Q1.

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

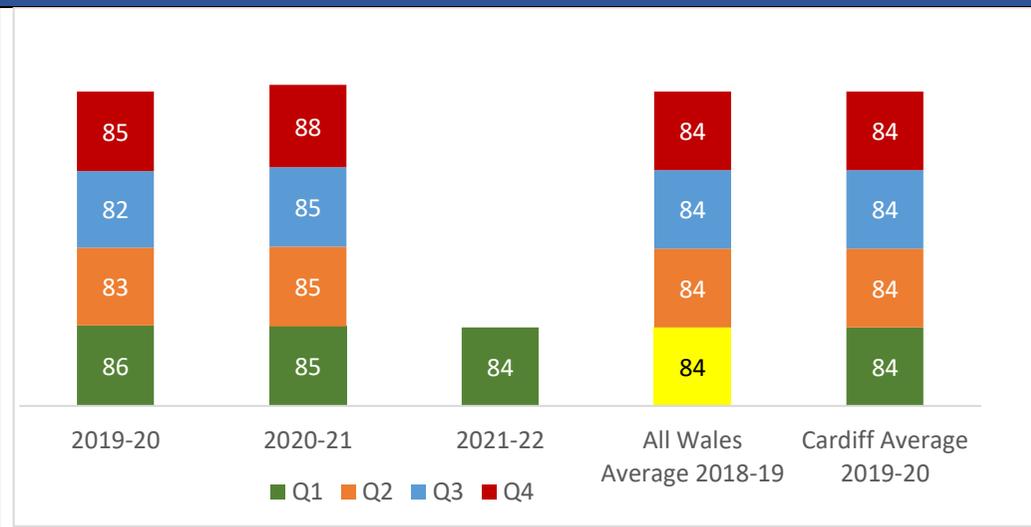


18% of carers have been offered and assessment (**694** offers for **3836** carers) compared with Q1 2020-21 **16%**. The number of completed carers assessments for Q1 2021-22 is **128** compared with **29** for the same period last year

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

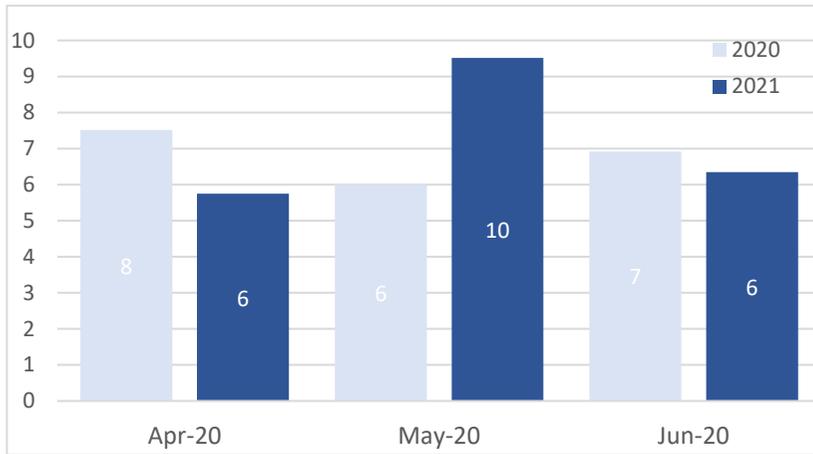


SSWB22 Average age of adults entering residential care homes

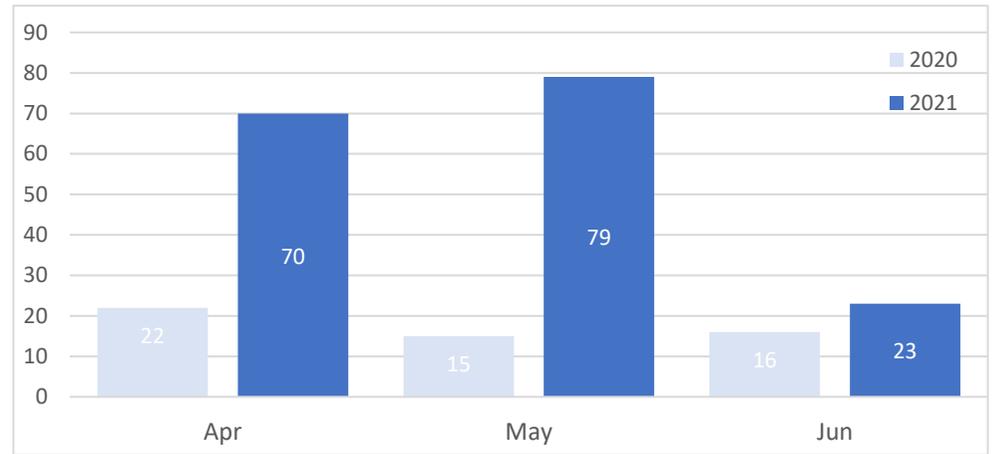


Commissioning & Service Provision

Average Number of days between Referral and Start of Package

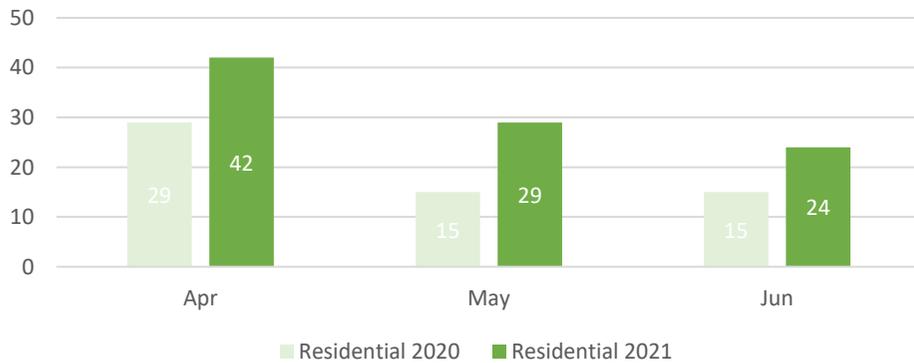


Longest time between Referral and Start of Package (in days)



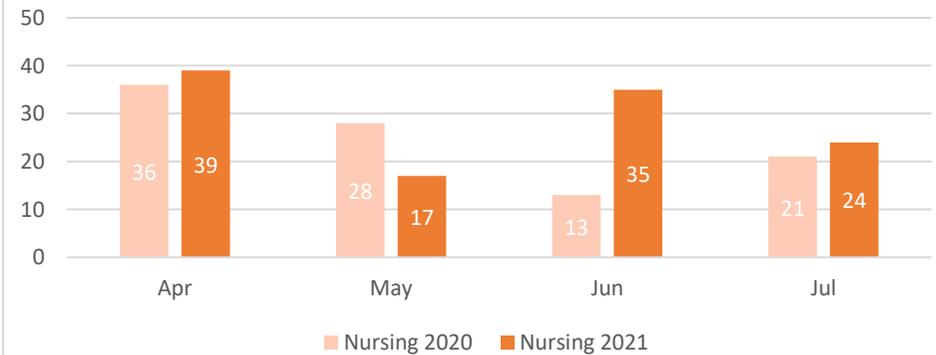
Residential Care Home - New Contracts Agreed

Residential New Contracts Vs Last year

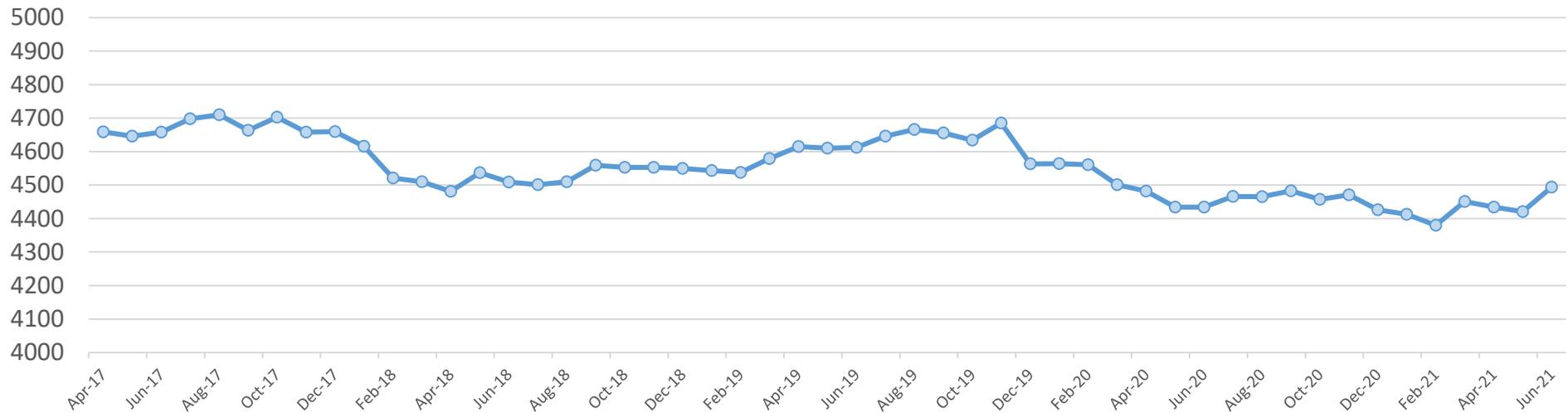


Nursing Care Home - New Contracts Agreed

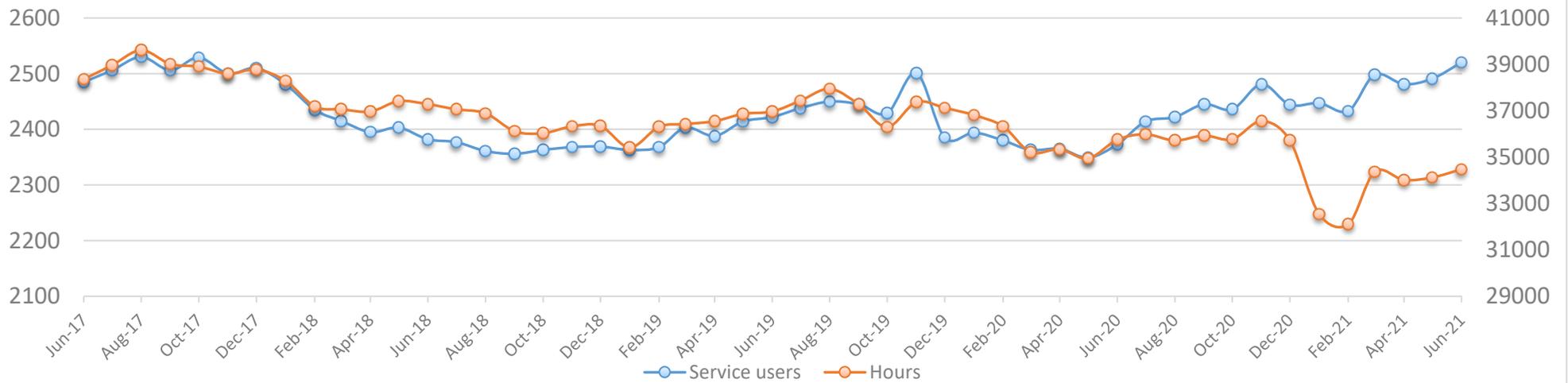
Nursing New Contracts Vs Last Year



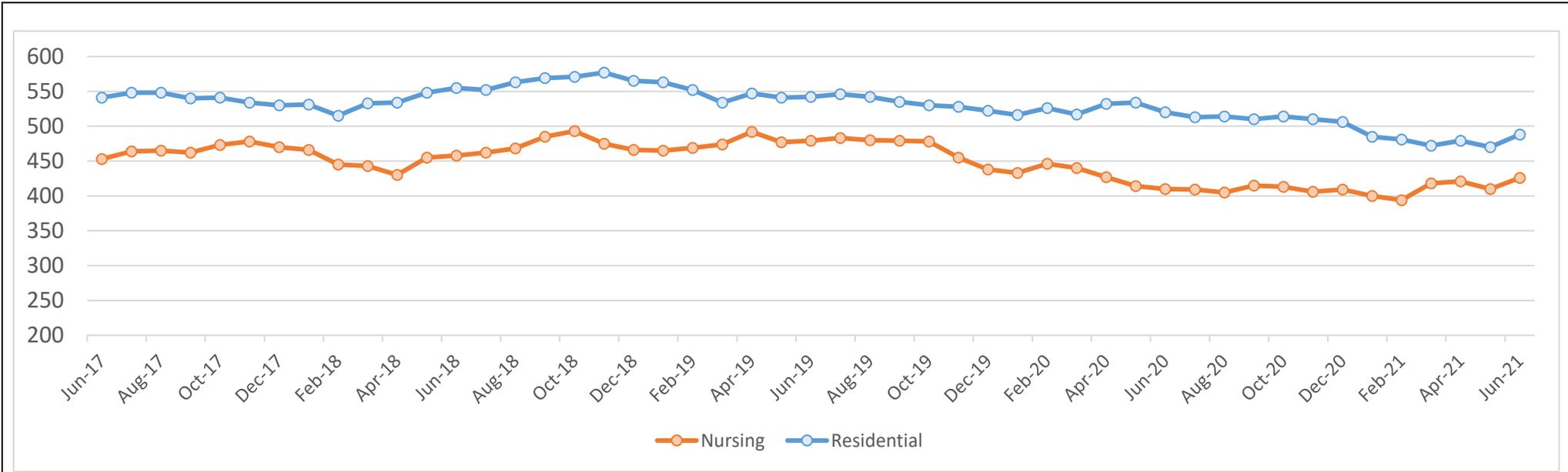
Number of Care and Support Packages



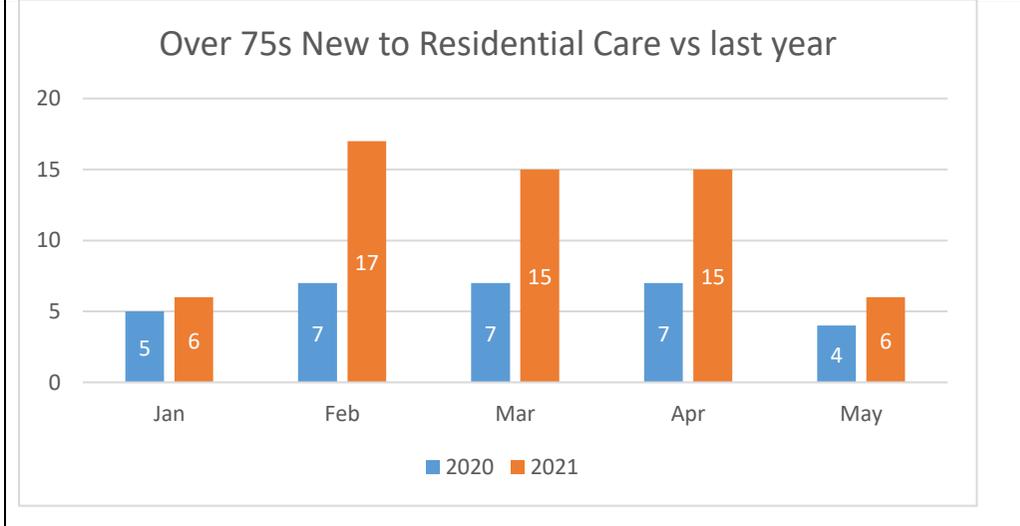
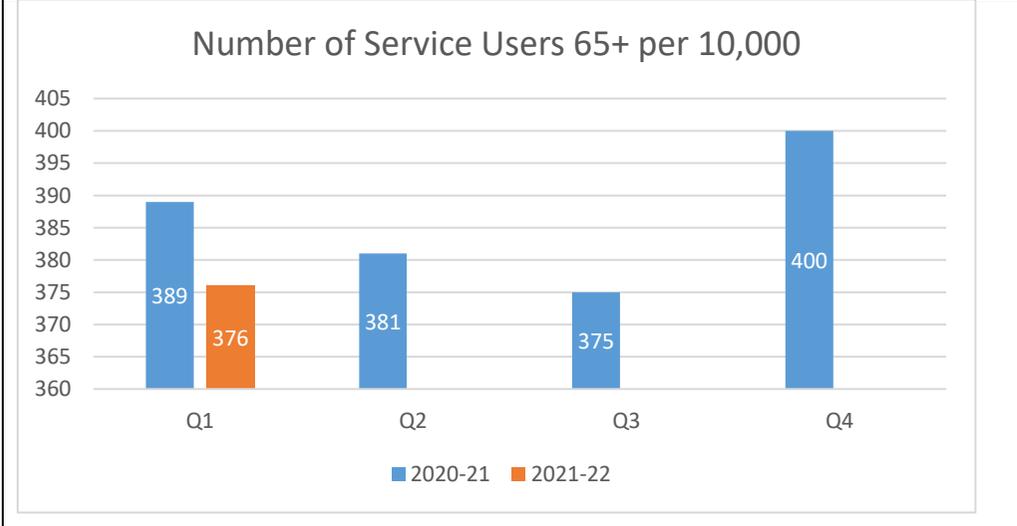
Number of people and hours - Domiciliary Care



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)

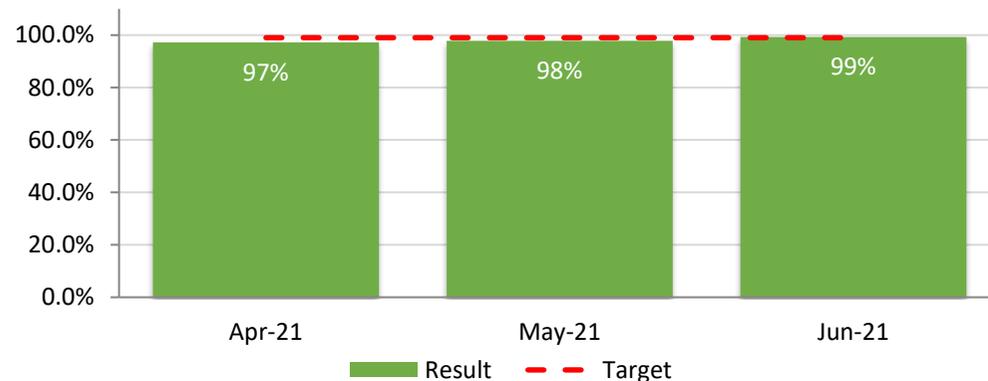
Key Statistics

- Corporate Safeguarding report card available from last week of Quarter 1 2021-22.

Contracts & Service Development Team - Escalating concerns – Q1

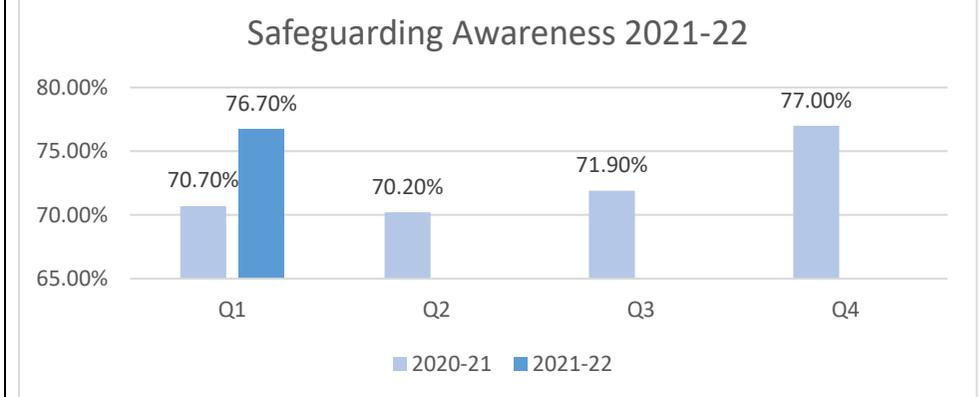
Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	2	Provider Performance Meeting	2
Joint Interagency Monitoring Panel	1	Joint Interagency Monitoring Panel	1
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	3	Number of issues reported	3

SSWB18 Percentage of adult protection enquiries completed within 7 days



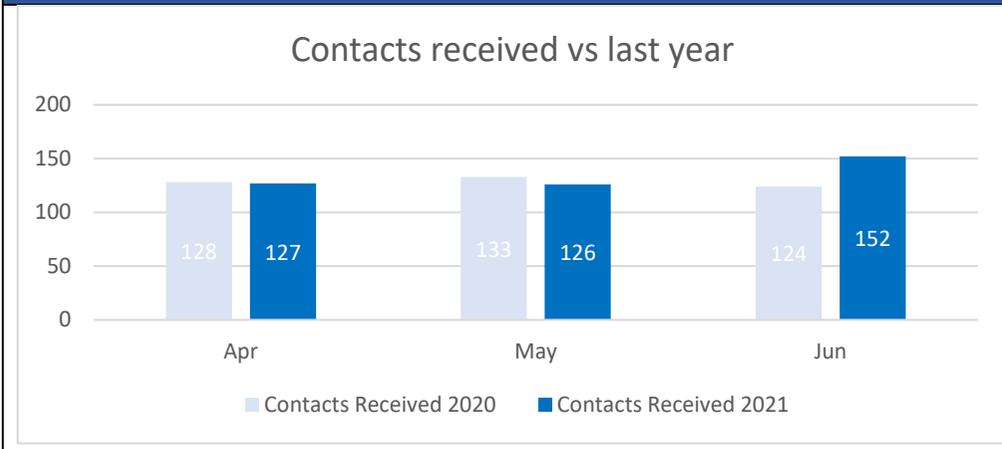
98% of adult protection enquiries (410 / 418) completed in 7 working days in Quarter 4. There were almost 100 more adult protection enquiries in Q1 from Q4. Another increase for the 3rd Quarter in a row.

RES15 Percentage of council staff completing Safeguarding Awareness training

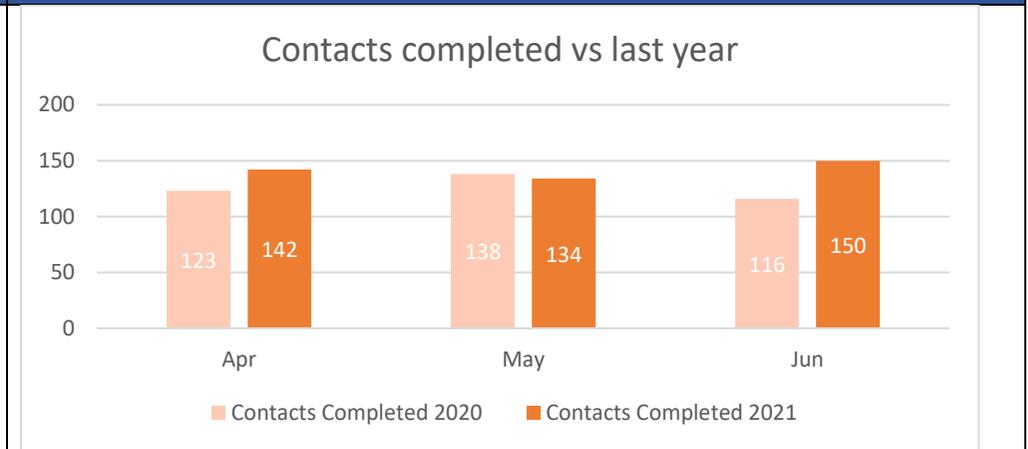


Safeguarding Awareness has seen a 6% increase in Q1 due to the efforts made by team leaders to get staff engagement.

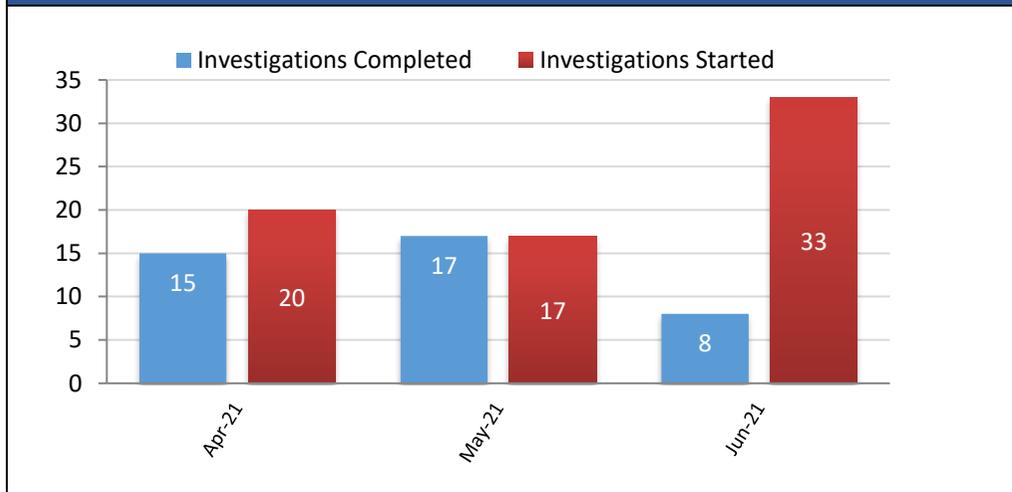
1. Number of contacts received



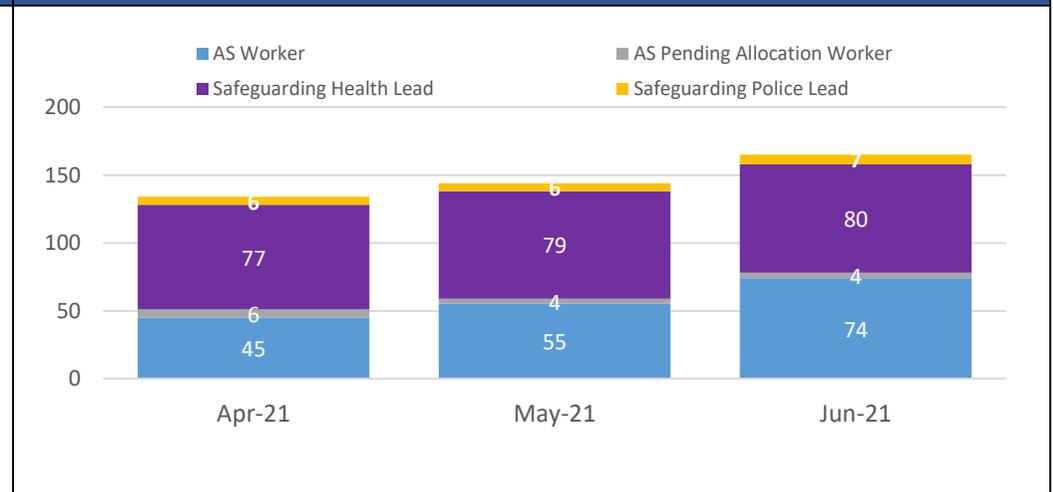
2. Number of contact records completed



3. Safeguarding Investigations



4. Number of pending investigations



Managing People, Resources, Systems and Processes

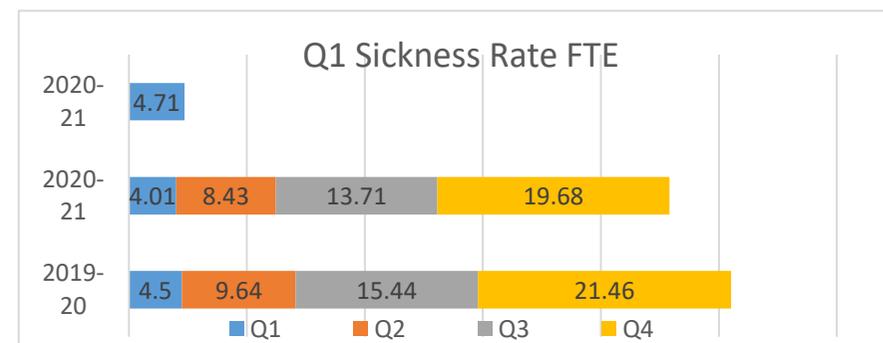
Key Statistics

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	512.89	17	8,718	4.71	20.23	

1	Stress
2	Musculoskeletal
3	Other
4	Heart – Blood – Circulation
5	Neurological

Sickness Rate (FTE)



Quality of Practice

Key Statistics

Complaints Q4 2019-20

Stage 1 complaints	Q1	Q2	Q3	Q4	TOTAL AS AT 31.03.21
Open from previous quarter	0	0	0	5	5
Initiated	0	1	0	1	21
Closed	0	2	0	0	16

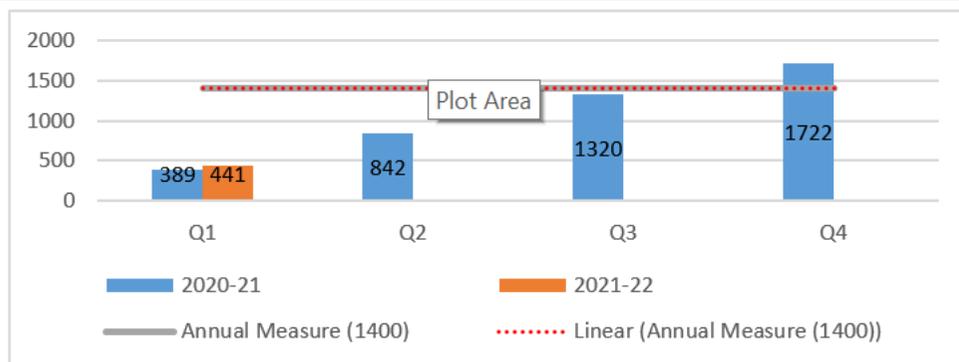
Complaints Q1 2020-21

Stage 1 complaints	Q1	Q2	Q3	Q4	TOTAL AS AT 30.06.21
Open from previous quarter	0	0	0	0	0
Initiated	1	0	0	0	4
Closed	0	0	0	0	6

Currently 2 open stage 2 complaints and 1 is a joint complaint with the Vale

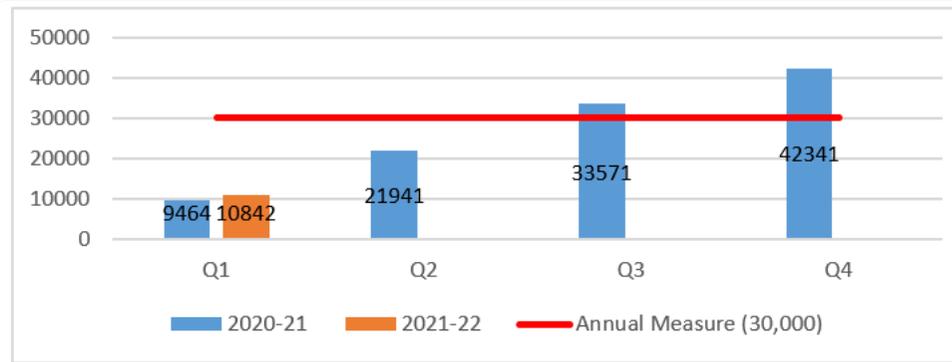
Additional Information and Corporate Plan PIs

CRT 1 Number of people who accessed the Community Resource Team



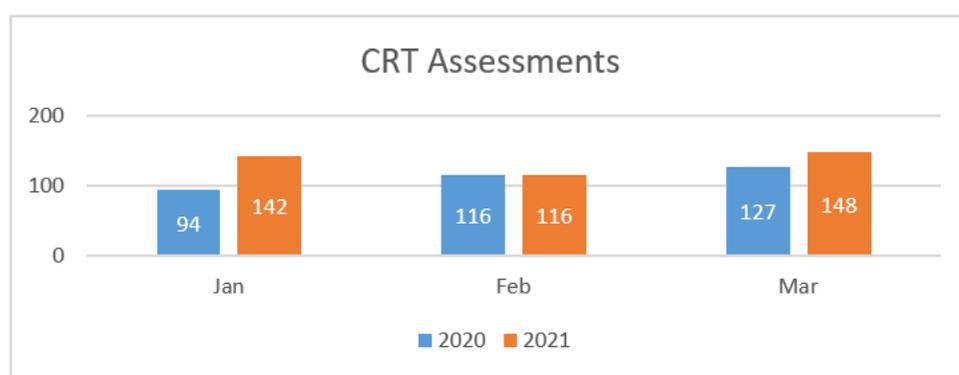
441 people accessed year to date, more than Q4 and the same period last year.

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



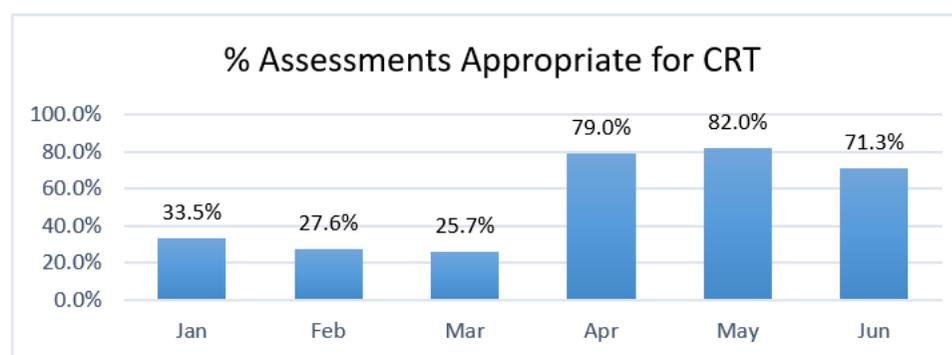
Cumulative data: 10842 hours provided year to date.

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



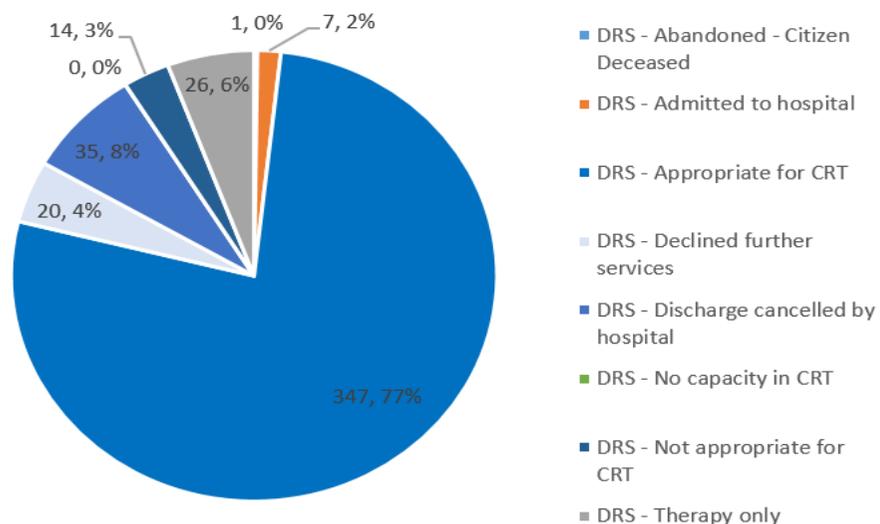
450 CRT assessments were undertaken following a referral in Q1 2021-22.

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



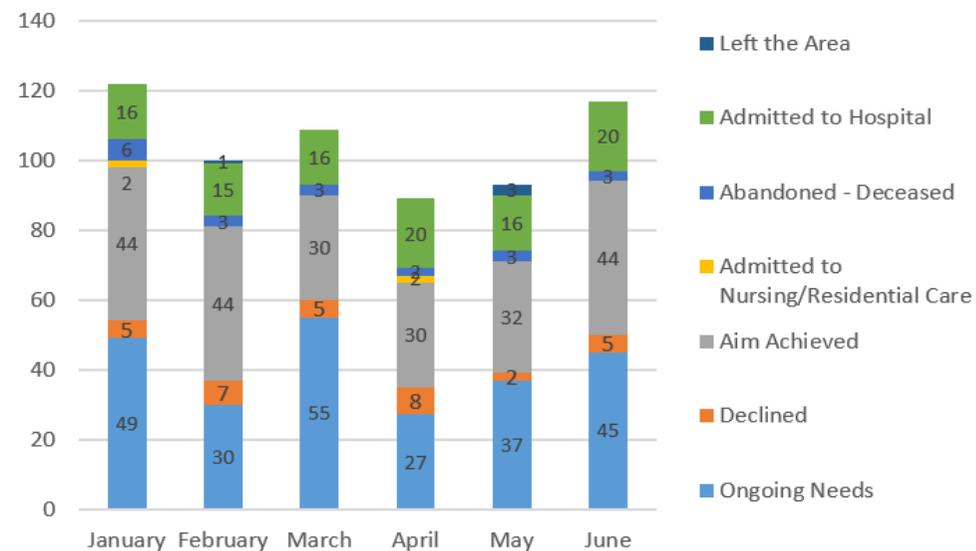
In Q1 (347/450) of CRT assessments undertaken following a referral were appropriate for CRT. Therapy only clients in Q1 down to 26 compared to an abnormally high Q4.

Outcome of CRT assessments undertaken following a referral Q1



77% (347) of CRT assessments undertaken following a referral were appropriate for CRT. **3% (14)** were not appropriate for CRT and 6% were Therapy Only.

CRT packages ended by outcome



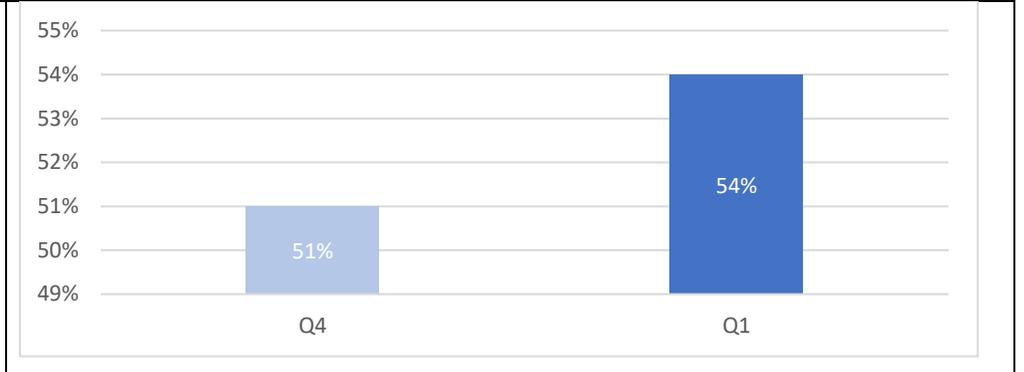
Of the **299** CRT packages ended in Q1; the outcome of aim achieved for **106** people (**35%**). Ongoing Needs for **109** people, **56** people were admitted to hospital, **8** deceased, **15** declined to continue with services, **2** Residential/Nursing Care and 3 people left the area.

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



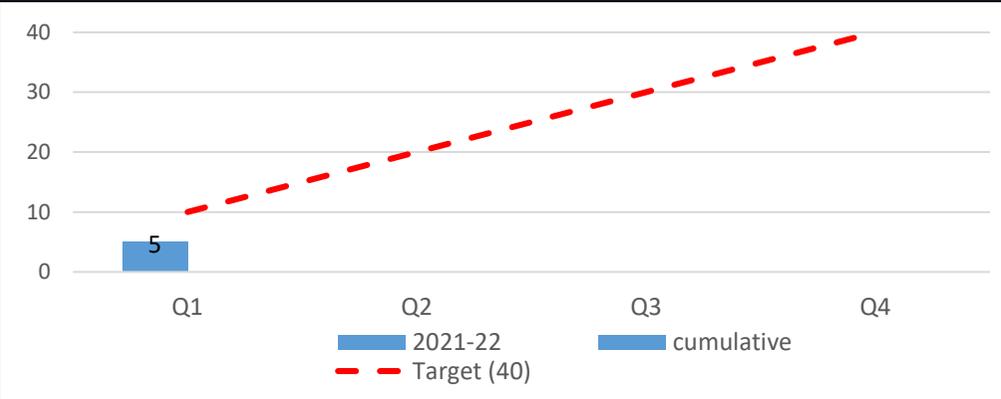
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward.

Dem 1 Percentage of staff completing dementia friendly training



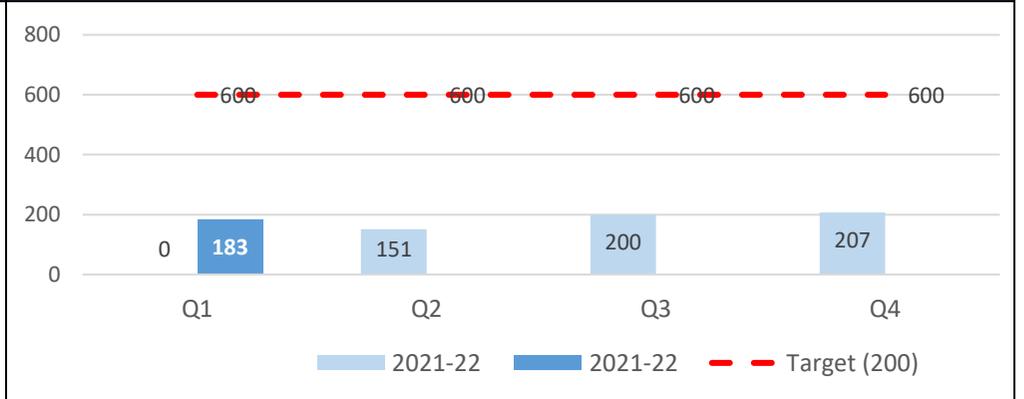
Over 1600 members of staff have completed the training since the start of 2020/21, taking the total to over 3500 and 54% of total council non schools employees.

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



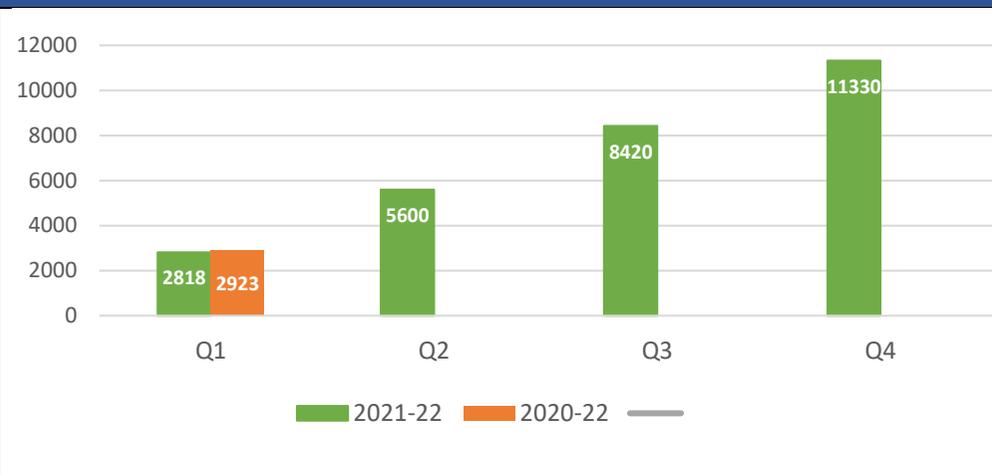
Activity recruiting Dementia Friendly businesses ceased due to COVID Lockdown and restarted in Q1 with 5 businesses signing up.

Dem 3 The number of Dementia Friendly city events held

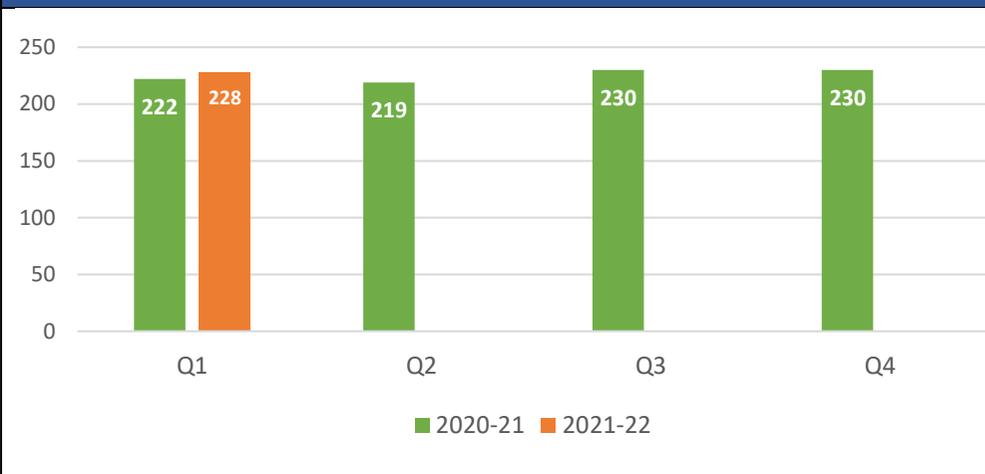


There were 183 Dementia Friendly Events in Q1 compared to 0 for the same period last year due to the outbreak.

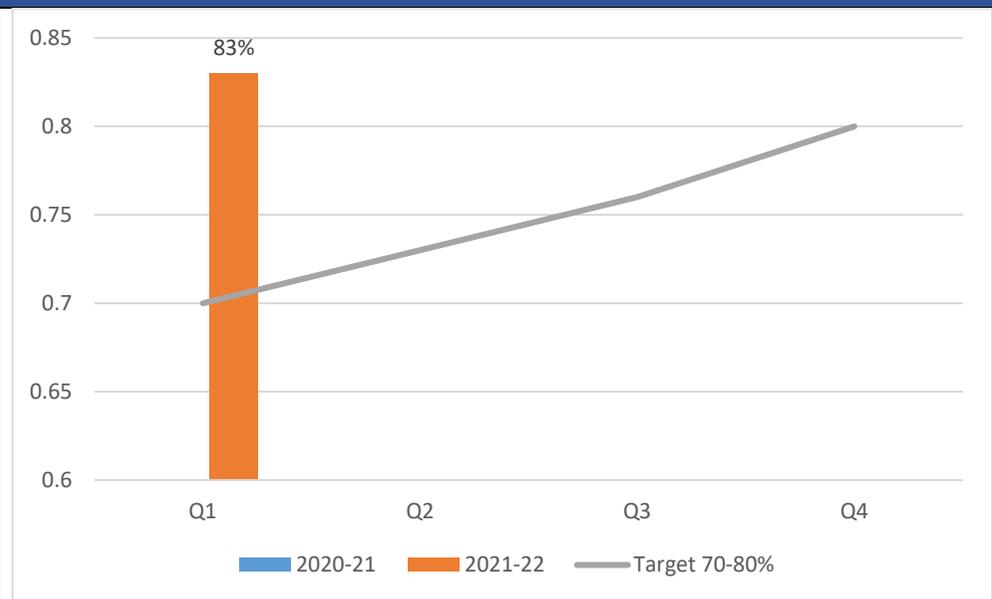
RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales



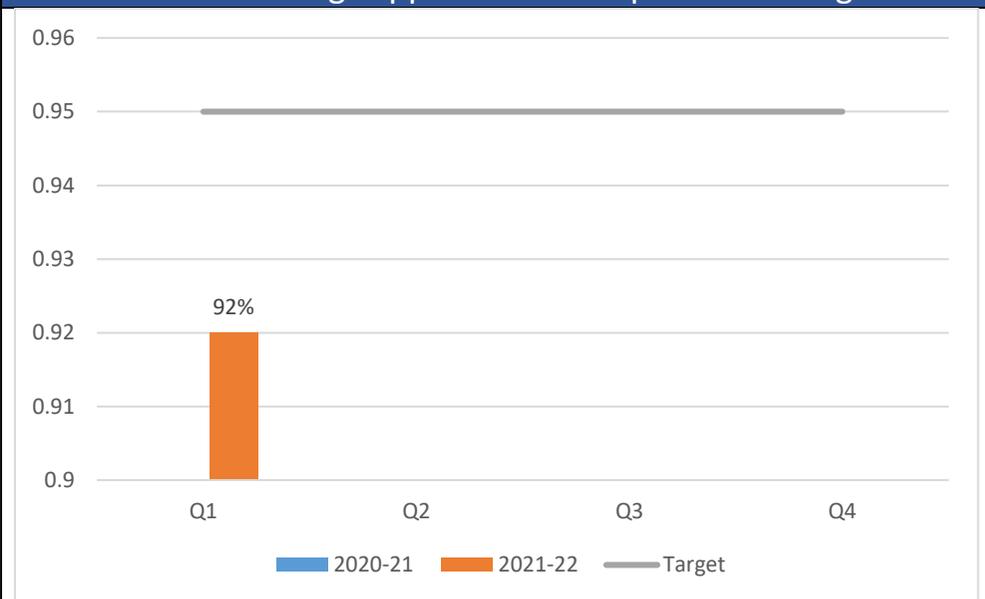
Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales



The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services

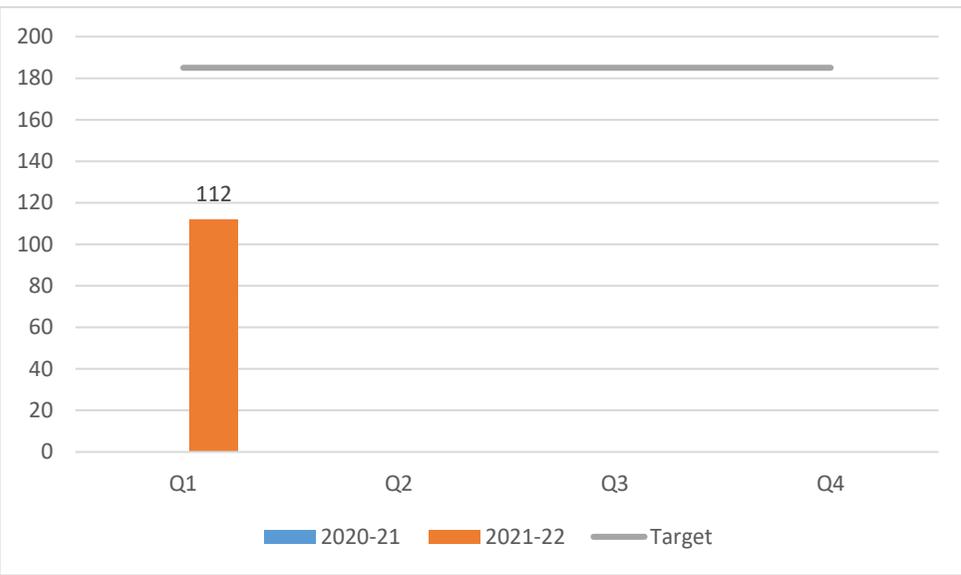


The percentage of clients who felt able to live independently in their homes following support from Independent Living Services



The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)

The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team



**No result, services restarted in July*

