

Corporate Scrutiny Service Summary

Directorate	Adult Social Care
Date	Quarter 2 performance reporting 2021-22
Benchmarking (with local authorities/nearest neighbours)	
<ul style="list-style-type: none">• Dudley MBC won the Gold Public Service Transformation Award for Project Rita against strong competition from Northern Ireland, Scotland and English Local Authorities. Rita is a project for people with Dementia that enabled people to stay connected with loved ones during the Covid '19 pandemic.• Adult Social Care have maintained a full Care Act range of services throughout the quarter with increasing demand for safeguarding, Deprivation of Liberty Safeguards (DOLS), packages of care for Older People and hospital discharges.	
Overview of Service Delivery (include any issues / risks)	
<p>There has been sustained level of hospital discharges from May onwards, coupled with significant waiting lists for community-based demand for support for Older People. Whilst occupancy in residential and nursing homes have returned to sustainable levels in terms of care provider viability the domiciliary care market has been significantly stretched. The governmental requirement for Mandatory Vaccination of care workers operating in residential and nursing care alongside a rolling number of staffing absences due to Covid '19 outbreaks has stretched market capacity and the ability to meet need accordingly.</p> <p>Everyone on the waiting list for the Assessment and Independence Service has been risk assessed and prioritised and progress has been made in reducing the waiting list. Excellent performance for Delayed Transfers of Care has been maintained alongside a comparatively low DOLS waiting list. During this period the majority of day opportunities (Queens Cross, the Dementia Gateways, Carers Hub and Unicorn Centre) have re-opened with Covid '19 security measures in place.</p>	

Workforce Metrics – (Corporate to populate)

Headcount & FTE as at 30/09/2021

Division	Headcount Non Casual	Casual Headcount	Total Headcount	FTE
Management Team	1	0	1	1.00
Access & Prevention	252	6	258	224.22
Adult Safeguarding	21	1	22	16.93
Assessment & Independence	334	11	345	268.24
Dudley Disability Services	88	0	88	70.85
Integrated Commissioning Performance & Partnerships	79	3	82	69.55
Mental Health	36	1	37	30.32
Adult Social Care Total	809	21	830	681.11

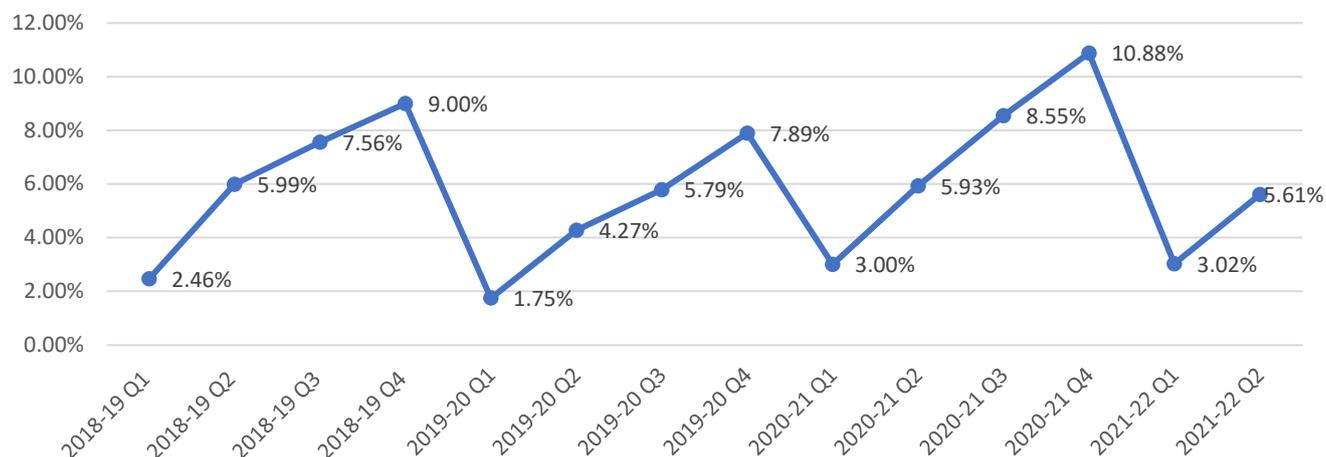
Ethnicity	Headcount	%
Ethnic Minority Group	116	14.3%
Undisclosed	37	4.6%
White	656	81.1%
Grand Total	809	100.0%

Disability	Headcount	%
Disabled	66	8.2%
Not Disabled	346	42.8%
Undisclosed	397	49.1%
Grand Total	809	100.0%

Gender	Headcount	%
Female	675	83%
Male	134	17%
Grand Total	809	100%

Quarter	Turnover Rate %
2021-22 Q2	5.61%

Turnover Rate %



Service Achievements (report of any external accreditation, nomination for awards, positive publicity, during the past quarter)

Access and Prevention

- Financial assessment completion is on target, with assessments typically taking 4-5 weeks to complete from start date of long term care. 139 first assessments and 269 re-assessments have been completed for the period 01/04/21 to 30/06/21. These figures may include assessments from April uprating work. Gains from financial re-assessments completed for the period 01/04/21 to 30/06/21 total £199,251 per annum (£3831.75 per week).
- The Carers Network continue to support informal carers, to enable them to provide care to avoid the cared for needing statutory services.
 - Number of contacts received (LAS) – 490 with 158 progressing to referral.
Assessments completed
 - 78 Carers Assessments
 - 36 Carers Reviews
 - 61 Carers Care Plans

As of 1st July 2021 - 2770 carers registered with service (23% increase from April 2020)

Queens Cross Network: (a) Pleased to meet you service increase in number & type of referrals (more early crisis intervention, as well as retaining the loneliness and isolation support work). (b) Vision – noticeable increase in referrals post-covid as eye clinic reopens for normal business.

Integrated Falls Services. 375 patients have been discharged from the falls pathway in Q2 of 2021/2. 151 triaged to community falls team. Following first contact, 108 received a multifactorial assessment from the Community Falls team, 55 patients have been discharged from the pathway with their needs met, and 53 transferred to the NHS therapy team within the pathway for further rehabilitation work whilst 6 declined the service and were provided with information and advice via the post.

Dementia Gateway Services - Reintroduced a duty team for the Dementia Advisors to respond to front line phone Queries at the point of referral. The Crystal Gateway team continue to respond to adhoc requests that enable people to manage their lives at home

Living Well Feeling Safe -LWFS technicians are supporting early intervention and preventing any delay in care and support whilst installing door access equipment on a daily basis to aid hospital avoidance, discharge from hospital and ensure access for domiciliary care providers. Equipment provision is also met out of hours.

Dudley Disability Service

A new Head of Service – Emma Matthews has been appointed.

- Emma has ensured full re-assessments of need are taking place in person and waiting lists have been addressed.
In Quarter 2:
 - 126 care act assessments have been completed
 - 269 reviews of care plans.
- The Preparing for Adulthood Strategy has been launched as a key tool to support people with disabilities in the transition from childhood to adulthood and a new governance structure has been developed with the delivery of the outcomes in the strategy being driven by four new working groups in line with the four pillars in the strategy.

- There has been positive movement of people moving from a residential setting to living in the community and this will continue to be a key focus for the service.

Unicorn Centre – The centre has continued to offer a service to 9 customers per day the maximum that can be supported with COVID measures in place. This service has proved vital for the wellbeing of these people and their carers this year.

Assessment & Independence

- DTOC performance for social care is very strong given the level of demand. Covid Diversion beds have significantly reduced.
- Discharge to Assess models continue to have flow and performance and activity is regularly scrutinised via A+E Delivery Board and Integrated Commissioning Executive Board.

Adult Safeguarding & Mental Health

- MASH has seen a consistent increase in referrals, periods during the pandemic have recorded a 36 % increase, however it should be noted the conversion rate from concern to Section 42 enquiry has dropped from between 14-15% to under just under 6%. This demonstrates the threshold tools is working effectively.
- The Adults at Risk Team has now been established and the team are working with vulnerable adults who present with a range of complex needs
- The AMHP hub has seen an increase in referrals, however, all the elements of the statutory duties are being met within the designated and regionally agreed timeframes
- Due to increased numbers of people being discharged from hospital to nursing and residential care homes the numbers of individuals awaiting assessment has increased, it currently stands at 140, when compared to national waiting lists is evidence of very good performance.
- SAR referrals were paused during the pandemic, this reflects national guidance, however, a robust system has been established which involves partners to ensure informed and proportionate decisions are made. A total of 18 referrals were suspended during the pandemic. Currently there are 5 in a thematic review, which considers self-neglect, 2 are with independent authors', 3 to be reviewed by the Exec, 1 for a single agency review and the remaining 7 referrals did not meet the threshold.

Integrated Commissioning Performance & Partnerships

- Progress on a new Extra Care Sheltered Housing Scheme is underway and a number of internal stakeholders are engaged across the Council. The scheme model is progressing with updates to SEB and Informal Cabinet in October.
- Work on the build specification is nearing completion
- Scoping of the procurement of a Registered Provider has started
- The approval process has been agreed and further work is being undertaken to outline the programme to ensure risks are outlined / mitigations in place

Opportunities for Improvement *(information relating to service complaints / compliments and learning from these.*

The Successor programme will help improve the quality of information and advice to people needing social care and will offer increased self-service functionality

In the period July to September, as part of the Phase 2 programme, we were implementing and testing the Liquidlogic Portals. In addition, we delivered the following:

- CR035 – Deleting Actuals (14/07/21)

- CR073 - Finance Mandatory Comments Field (18/08/21)
- CR076 - Finance Manual Adjustments (24/08/21)
- Joint Funding (24/08/21)
- CR070 - WBO Additional Reference Items (26/08/21)
- Third Party Top Ups (30/08/21)
- We also recruited 2 new Training Specialists (Denese Powell and Nicola Warburton) to deliver Phase 2 training and Liquidlogic refresher training through-out ASC. The refresher training started in mid-September and will continue until the end of the FY.

During the next quarter (October to December), we will:

- Complete Organisational Safeguarding
- Start rolling out the Liquidlogic Delegation Portal
- Begin rolling out the Liquidlogic Client/Citizen Portal, with the first tile of Online Financial Assessment
- Complete Rolling Respite
- Complete Supported Living
- Continue with the Liquidlogic refresher training

Any additional information relevant to Corporate Scrutiny

Despite increased demand, staffing absences, limited domiciliary care capacity, fuel shortages and fluctuating Covid '19 levels the service continues to adapt to meet the needs of the Borough.