

Appendix 3 – Adult Social Care Performance Report

Understanding the impact of Covid on social care activity

During the initial phase of the Covid pandemic we saw a decrease in demand for adult social care. Once through this initial reduction, we have seen an increase in demand, which has now stabilised, although at a higher level than before the start of the pandemic.

During the pandemic we have seen increasing number of residents in the community approaching adult social care. We are currently dealing with 55% more contacts and 26% more social care assessments per week compared with pre-covid levels.

In the hospital, the Hospital Integrated Discharge team has supported an average of 47 patients discharges each week. During the pandemic the Council received over funding to help support discharges from hospital. Whilst this additional funding is no longer available, the number of discharges the hospital team supports has remained high.

The pandemic also impacted on us being unable to undertake certain work and along with the impact of increasing demand there is now pressure in some areas. This includes: residents who are waiting for a review of care needs; progressing safeguarding concerns and S42 enquiries; dealing with Deprivation of Liberty Safeguards applications; and assessments for Occupational Therapy.

The impact of the pandemic has seen a shift in the services received by residents. We are supporting less people in residential and nursing care. The result of this we have had to support people with more complex needs in the community, resulting in higher home care packages and more double-handed care packages.

Overview of performance: April to August 2022

Approaches to Social care

During this period the number of new clients approaching adult social care via either the Contact Assessment, Hospital and Joint Emergency Team, have remained at a similar level compared to the same period last year, with average of 1,129 contacts received each month, compared to 1,114 for the same period last year. We have seen an increase in contacts coming via the hospital.

The number of social care assessments remains steady compared with last year, with 700 completed so far this year, an average of 140 per month.

The number of reviews completed so far this year continues to be in line with last year and there have been an improvement in the last couple of months with the Community Learning Disability Team, reducing the number of reviews which are outstanding, 44 completed in August compared to a monthly average of 20 in the previous 12 months.

We are seeing an increase in residents who are having their assessment or review face to face this year with 59% undertaken in person, compared to under 10% when the covid restrictions were in place.

Social care services

For residents who go through our reablement service with a view to maximise their independence we are delivering good outcomes, which a package of care being on average of 9.2 hours smaller per person per week than if they had not received this service. The number of referrals into this service so far this year is lower, with 49 residents on average being referred each week compared to 57 last year.

There is increasing pressures with growing number of residents receiving a social care service, up 3% from last year, with 3,532 residents supported this year. We are enabling residents to remain at home with increasing number of residents who are receiving a home care package. There are 1,486 residents receiving home care, an increase of 2% from last year, equating to approximately 1,000 additional weekly care hours. The number of residents who require a visit from 2 care workers, is up from 331 residents at the end of August compared with 312 at the start of the year. Whilst the number of residents in nursing care have remained stable, we are providing less residential care.

Safeguarding

So far this year 414 safeguarding concerns have been received equating to a monthly average of 83, which is down from 94 last year. Of completed enquiries, we are achieving good outcomes. Of enquiries completed, the desired outcome (Making Safeguarding Personal) was achieved with 94% of outcomes either being fully or partially met. We are still facing challenges in progressing safeguarding work both in triaging concerns as they come in and starting the safeguarding enquiry. It is understood the delay in receiving reports on pressure ulcers are contributing to this build-up of cases but we are working on this with the acute trust.

We have a backlog in Deprivation of Liberty Safeguards authorisations which we have engaged additional resources to support us with.

Occupational Therapy

Good progress has been made with reducing number of residents waiting for an OT assessment over the last 5 months. There are currently 434 residents waiting for an assessment at the end of August, the majority being on the OTA priority 2 list, meaning the most urgent cases are being seen. There are 130 people on the sensory waiting list. We expect this number to reduce now we have appointed Sensory Specialists Ltd to undertake sensory casework on our behalf.