

# Short Term Intervention

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STRONG HERITAGE | STRONG FUTURE  
**RHONDDA CYNON TAF**  
TREFTADAETH GADARN | DYFODOL SICR

# Short Term Intervention Service

- In partnership with Customer Care provide Information, Advice and Assistance to support people to help themselves
- Undertake a proportionate response
- Provide early intervention via preventative services to support independence and minimise the need for ongoing services
- Only those people whose needs cannot be met in any other way are managed by long term social care service.

## ***Outcomes***

- Reduce number of adults referred to a statutory service for assessment
- Reduce number of long term services



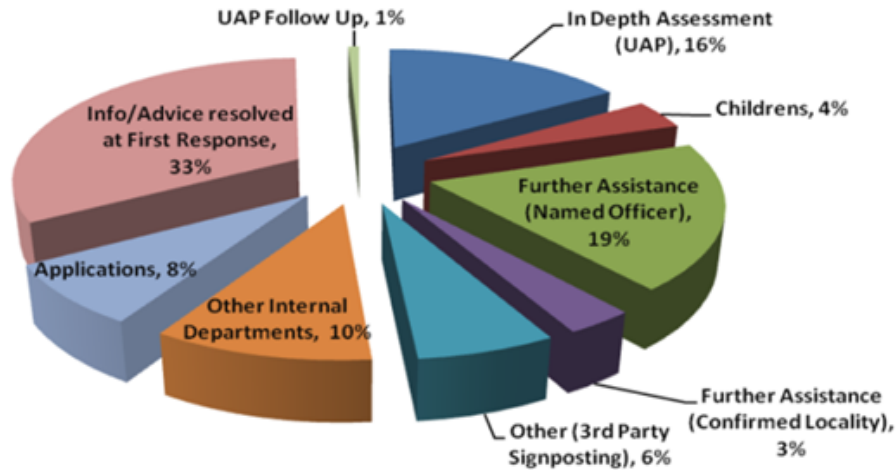
# How well are we doing?

## Right Service, Right Time, Right Place

Quarter 1

|          |          |                       |                 |           |                         |                       |                           |                     |         |                                   |         |                                    |                 |           |
|----------|----------|-----------------------|-----------------|-----------|-------------------------|-----------------------|---------------------------|---------------------|---------|-----------------------------------|---------|------------------------------------|-----------------|-----------|
| Websites | Foodbank | Independent Providers | One4aLL Centres | Libraries | Open Access Day Centres | Telecare / Telehealth | Families, Carers, Friends | Community Transport | Leisure | Information Directory of Services | Housing | Health Promotion-Targeted approach | Meals on wheels | Equipment |
|----------|----------|-----------------------|-----------------|-----------|-------------------------|-----------------------|---------------------------|---------------------|---------|-----------------------------------|---------|------------------------------------|-----------------|-----------|

Activity Data 01/04/15 - 30/06/15



**First Response**  
Public and Primary Care Enquiries  
9523 Contacts

**Single Point of Access (SPA)**  
Multi Agency: Social Care, Nursing & Therapy  
472 - First Response  
627 - Hospital Discharge  
= 1099 Total assessments

Hospital Discharges  
J.E.T.T

Aids & Community Equipment  
678 referrals

Sensory Services  
107 referrals

Short Term Care Management  
283 referrals

Intermediate Care and Reablement  
432 referrals

**Locality Teams**  
22% via First Response  
19 Open – 91 Closed

Single Point of Entry

# Short Term Intervention Performance

- **Adaptations and Community Equipment (ACE)**
- **80 % assessments completed on time – current performance 88%**  
*All referrals allocated in under 56 days*

| Year              | Ave. No. of people on waiting list | Ave. days taken to allocate |
|-------------------|------------------------------------|-----------------------------|
| 2013              | 706                                | 78                          |
| 2014              | 140                                | 33                          |
| 2015              | 172                                | 23                          |
| 2 <sup>nd</sup> ¼ | 408                                | 43                          |

- **Sensory**
- **80% of assessments completed on time – current performance 86%**  
*All referrals allocated in under 56 days*

| Year              | Ave. No. of people on waiting list | Ave. days taken to allocate |
|-------------------|------------------------------------|-----------------------------|
| 2013              | 174                                | 80                          |
| 2014              | 114                                | 53                          |
| 2015              | 111                                | 47                          |
| 2 <sup>nd</sup> ¼ | 51                                 | 26                          |



# Short Term Intervention Performance cont.

## Single Point of Access (SPA)

- *Triage all referrals within 24 hours*
  - 100% achieved over the past 2 years

## Short Term Care Management

- *No waiting lists in place - over 2 year period the service received approx 2,300 assessment requests, a waiting list has been operational on two separate occasions for 1 week on each occasion. In total only 35 people waited over 1 week for allocation of a worker for assessment*
- *Target of 80% of assessments completed on time – over the past year 94% completed on time*

## IC & R

- *3 year WG outcome target set 1278 people access a Reablement Service*
  - 2013/14 1424 people
  - 2014/15 1582 people
  - 2015/16 Quarter 1 405 people
  - 90% of people felt they achieved their goals



# Short Term Intervention Performance cont.

## IC & R continued

*65% independent of services at the end of service*

- Since April 14 between 75 – 81% independence levels achieved

Of those who left services independent any return to social care is tracked

- 3 mths later 68% remain independent of services
- 6 mths later 58% remain independent of services
- 12 mths later 50% remain independent of services

## ***What does this mean for the person and the Council?***

- Independent of service provision is able to continue as previously without reliance on formal service
- Cost avoidance - previously services would have been commissioned
- Less reviews in the system



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# How do we know?

## Escalation process

- To minimise risk an escalation process in place to ensure all referrals triaged and responded to in a timely manner
- Use of team resources - rotate staff to other areas of service under pressure or reassign work throughout the team (therapists to risk assessor/care manager to risk assessor/rotation with ACE/ seniors and managers work at SPA)

## Issues logs

- Team maintain an issues logs where all members of the teams are encouraged to add any problems, issues or concerns to the issues logs. These are then reviewed 2 weekly at the managers meetings and actions taken recorded. Any trends or unresolved issues are reported to the Head of Service.

## Databases

- Any issues which appear to have trends a separate database is established to monitor until the effect of the trend can be established then appropriate actions taken to address.



# How do we know?

- Performance information
- Electronic performance books at team and individual level
- Trend data over a 1 year period for IC & R
- Service user satisfaction surveys
- Quality assurance audits of assessments, observations of practice
- CSSIW reports for direct services – no regulatory requirements over the past 3 years
- RCT IC & R service in partnership with SSIA produced a resource document to support other areas to establish a Dementia Reablement Service





# How can we improve things further?

- Understand and evaluate the impact of the new Social Services and Wellbeing Act
- Continue to work on changing the culture with our staff and residents of RCT
- Continue to monitor performance and refine service provision
- Evaluate the effectiveness of equipment provision over a 1 year period
- Build on current model of service provision
- Establish a formal partnership agreement with CTUHB for an integrated @home service

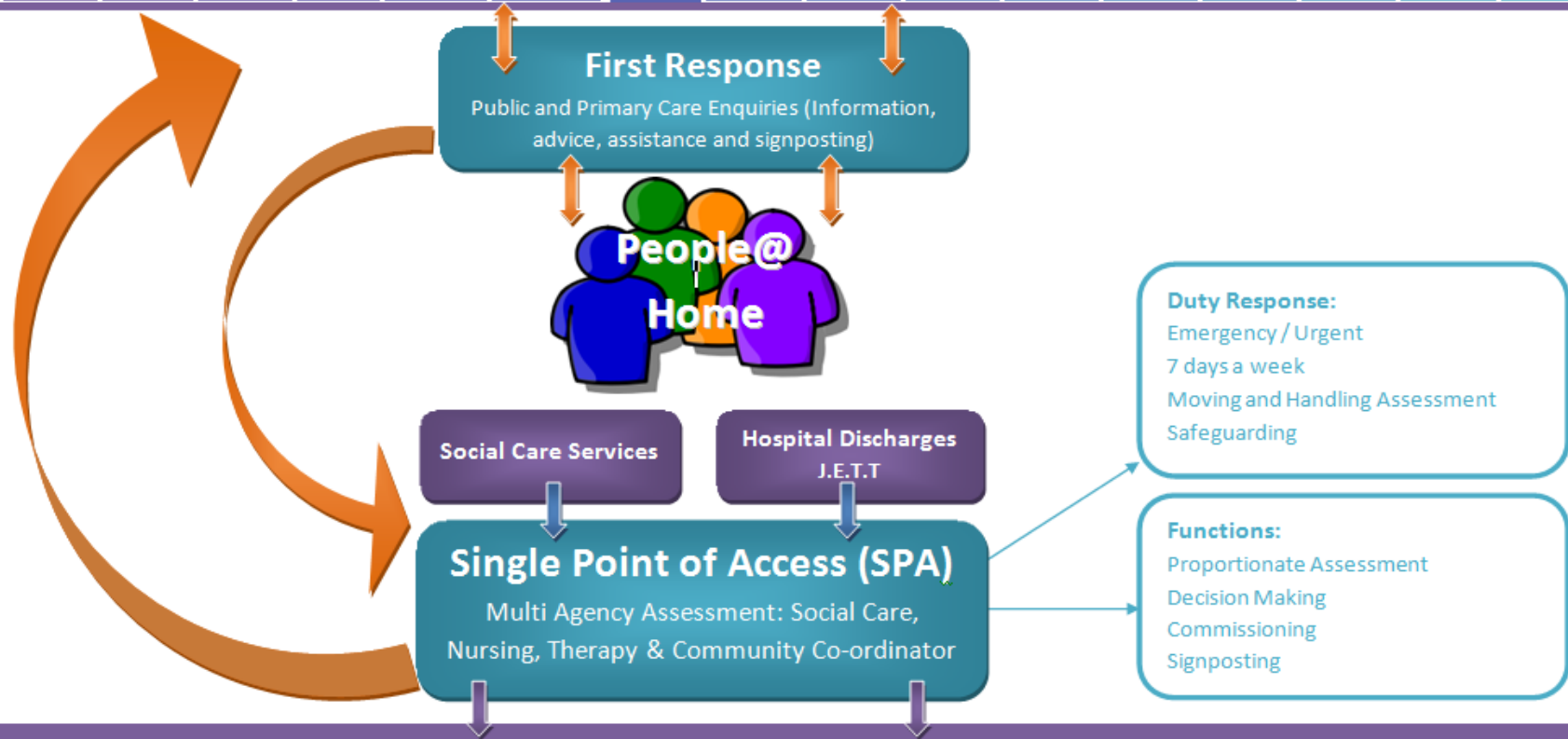


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# Proposal for an integrated @home

## Community Universal, Preventative & Well-Being Services

|          |          |                                  |                       |                 |           |                         |                       |                           |                     |         |                                   |         |                                     |             |          |                 |           |
|----------|----------|----------------------------------|-----------------------|-----------------|-----------|-------------------------|-----------------------|---------------------------|---------------------|---------|-----------------------------------|---------|-------------------------------------|-------------|----------|-----------------|-----------|
| Websites | Foodbank | (Informal) Third Sector Services | Independent Providers | One4aLL Centres | Libraries | Open Access Day Centres | Telecare / Telehealth | Families, Carers, Friends | Community Transport | Leisure | Information Directory of Services | Housing | Health Promotion- Targeted approach | Befriending | Advocacy | Meals on wheels | Equipment |
|----------|----------|----------------------------------|-----------------------|-----------------|-----------|-------------------------|-----------------------|---------------------------|---------------------|---------|-----------------------------------|---------|-------------------------------------|-------------|----------|-----------------|-----------|



|   |                                       |                         |  |                                   |   |  |   |   |  |
|---|---------------------------------------|-------------------------|--|-----------------------------------|---|--|---|---|--|
| <b>RANGE OF INTEGRATED @HOME SERVICES</b> | <b>Aids &amp; Community Equipment</b> | <b>Sensory Services</b> | <b>Hybrid Workers</b><br>(Social Care Support Workers, Health Care Assistants or 3rd Sector) | <b>Short Term Care Management</b> | <b>Social Care Short Term Support Staff:</b><br>Reablement, Social Care Workers | <b>UHB Services:</b><br>CIAS, Community IV Service, community therapies (SALT physio), stroke service, Nursing Home Support Team | <b>3rd Sector Services :</b><br>(formally commissioned e.g. Hospital Discharge) | <b>Vision Products / Equipment / Telecare</b> | <b>Step Up/down beds - Residential</b> |
|---|---------------------------------------|-------------------------|--|-----------------------------------|---|--|---|---|--|

