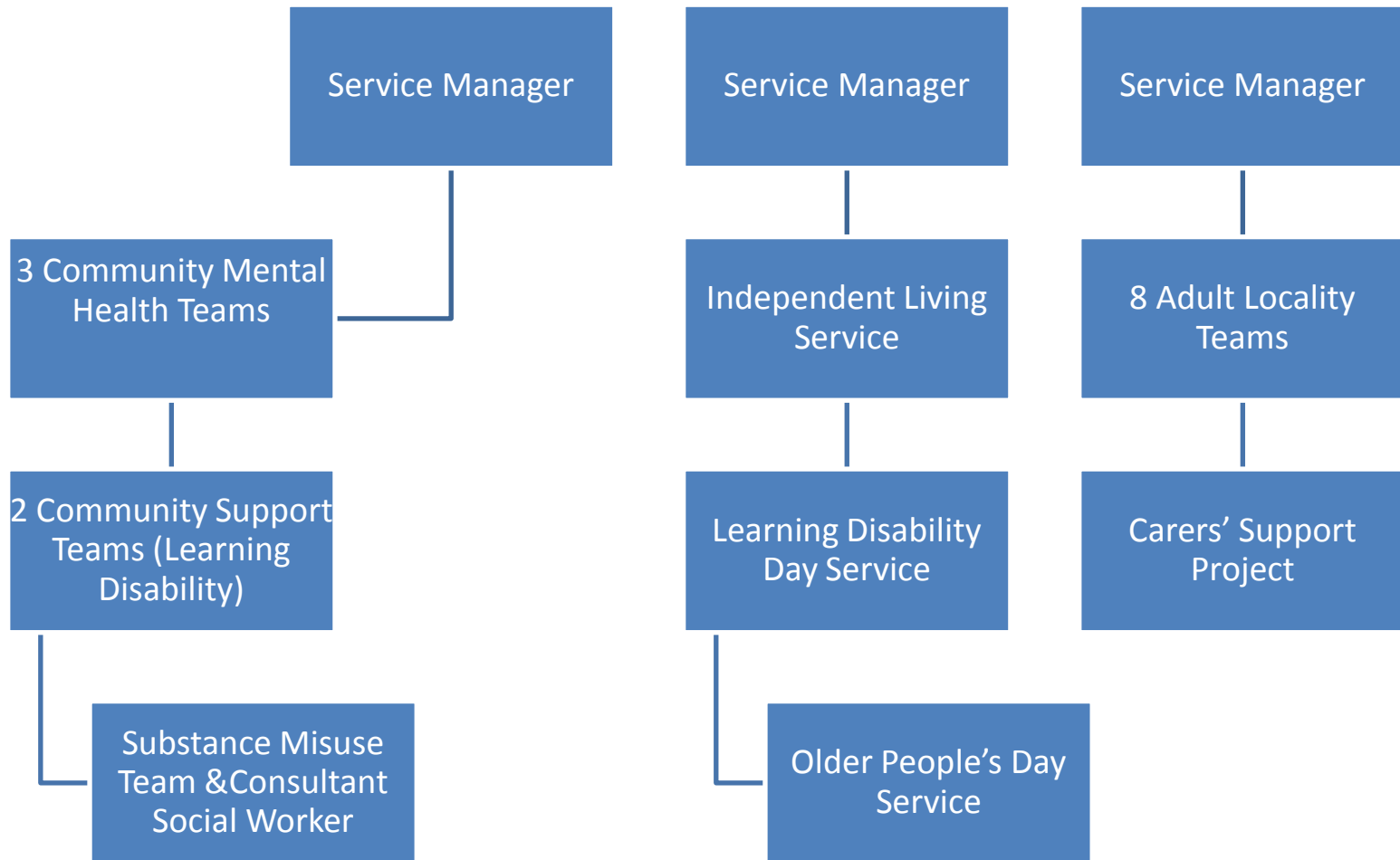


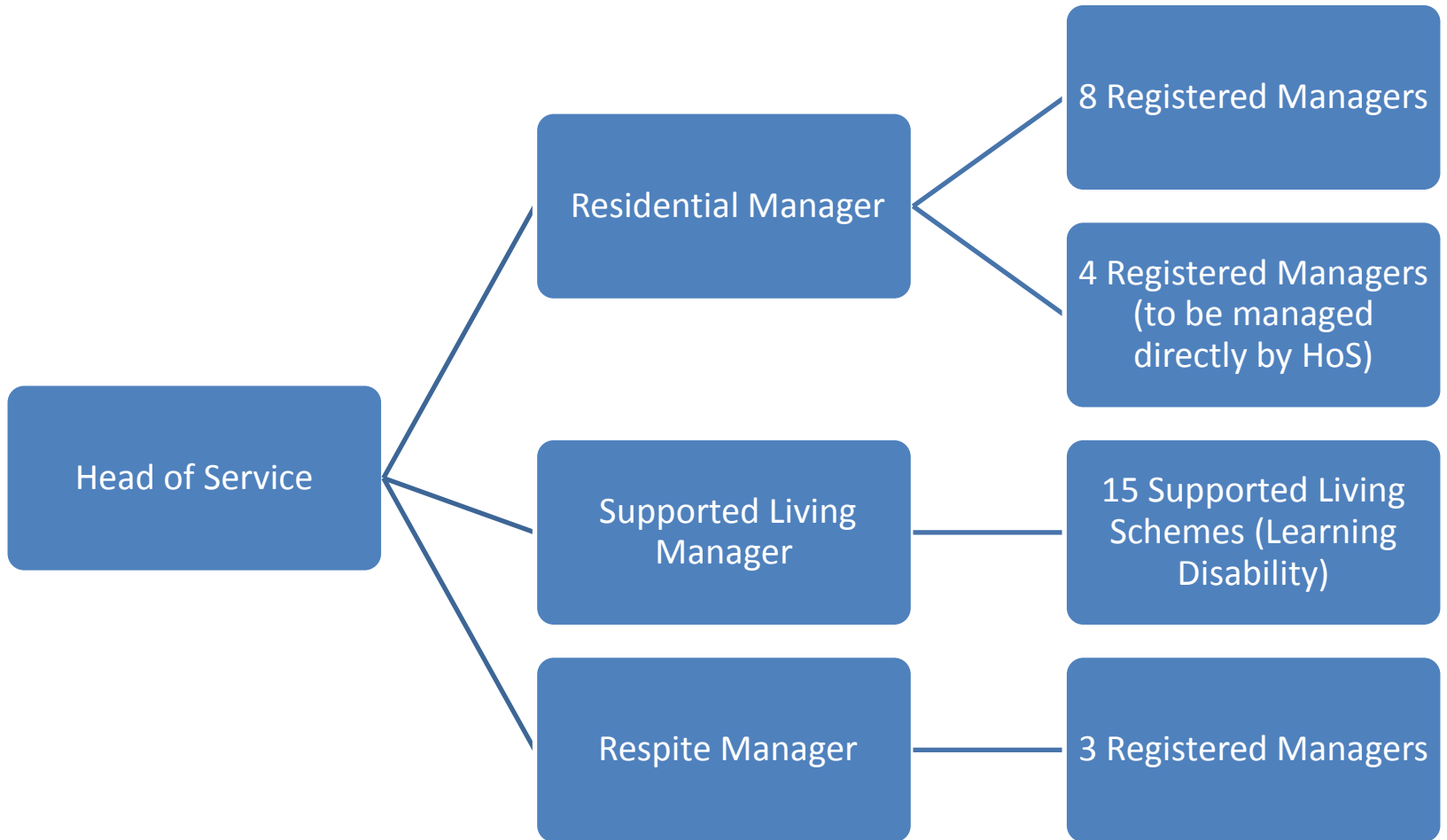
AGENDA ITEM 5

# LONG TERM AND DIRECT SERVICES

# STRUCTURE FROM 1/9/15



# Accommodation Structure from 1/9/15



# Setting the Scene

## Social Work Service

- The service supports 4600 people aged 18+ who need a service for 12+ weeks
- Approx 850 people have a learning disability and RCT spends approx £38,000 per head a year on this service user group
- RCT spends more per head of adult population than most other authorities in Wales
- The long term locality teams have seen a 7% increase in demand over the last year
- The teams have completed 2917 assessments and 2007 reviews in the last year – the PI is 78% but still short of 80% target

- the teams work closely with health colleagues to prevent and facilitate hospital discharges
- Currently 36% of Delayed Transfers of Care from hospital are attributable to social care
- 5402 contacts came through the teams' duty desks last year which equates to a 70% increase on 2014
- We are currently working towards implementation of the Social Services and Wellbeing Act next April

# Direct Services

- We provide 329 places in Care Homes in house
- We have 444 people registered as users of our LD day service
- We have 15 in house supported living schemes but approx 90 through RCT in total
- Many of our direct services are very traditional – older people's day services provide social interaction in one building – there is little community interaction
- Approx 44% of all services are delivered by internal services – higher than many other authorities in Wales

# What we do well

- We have good relationships and communication with our partners
- We have a Carer's Support Project that is seen by CSSIW as an example of good practice
- In MH services we have good multi disciplinary teams that have a 93% compliance rate with legislation – above the requirement for WG
- There are good examples of s/u engagement and consultation particularly in MH
- Our relationships with 3<sup>rd</sup> sector partners put us in a good position to move forward with the SSWB Act
- We are in a strong position to ensure care and support is delivered by the right professionals as staff skills improve
- We are currently rolling out good evidence based practice for people with dementia in our homes via the Butterfly Projects
- We give accountability to our managers for resource management, including budgets and staff resource and have close links with finance colleagues
- We have improved our management of Direct Payments to reduce the risk of bad debt

# How do we know

- Good support from the Carers' Project has been acknowledged in a report from CSSIW this year
- There are a low level of complaints across the service generally. 98 between 2013 and 2015
- We have some performance management that collects the data we need to identify how the service should move forward
- There is good support and consistent monitoring and reviewing of 3<sup>rd</sup> sector SLAs with Purchasing & Commissioning
- We are having greater success in challenging funding decisions with the UHB, especially in LD, indicating a more skilled workforce
- Our dementia care Butterfly Projects are achieving Level 1 accreditation from the independent assessors Dementia Matters
- We have improved performance in MH to achieve compliance with the Mental Health Measure – from 60% to 93%
- We have introduced resource management panels that last year resulted in a 9% reduction in home care spend



# What we need to improve

- We need better data to be able to plan and redesign our service delivery
- We need to be clear about what we want/need to deliver in the future to be able to meet the demands of the SSWB Act
- Give more accountability to our front line staff for resource management, including budgets and staff resource
- Build on our restructure to include the social work service but also to modernise direct services
- Improve performance in targeted areas, eg reviews and Carers Assessments
- Focus on areas of high risk eg high cost specialist placements
- We need to improve our engagement and consultation with the public
- We need to have different conversations with the public, members and staff to promote independence and a greater use of community resources
- Ask 'what can you do for yourself?' rather than 'what can we do for you?'!!

# 5 Priorities for the coming year

- **Improve the performance of completing timely reviews to manage cost and ensure effectiveness of delivery**
- **Reduce the number of people in residential/nursing care including specialist placements**
- **Improve the number of carers assessments offered**
- **Improve the number of Delayed Transfers of Care attributable to social care provision**
- **Develop and begin implementation of a programme of modernisation for the delivery of learning disability services in RCT including accommodation**