

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2023/24**

**COMMUNITY SERVICES SCRUTINY
COMMITTEE**

**REPORT OF THE DIRECTOR OF SOCIAL
SERVICES**

PATHWAYS OF CARE DELAYS

**INFORMATION REPORT OF THE DIRECTOR OF SOCIAL SERVICES, IN
DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR CAPLE.**

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1. PURPOSE OF THE REPORT

1.1.1 At the January Community Services Scrutiny Committee Members received a report setting out the arrangements for hospital discharge including Welsh Government data relating to Pathways of Care delays for Rhondda Cynon Taf residents. As the data was only available to November 2023 and in light of the anticipated health and social care winter pressures an information report updating the data was requested for the next meeting

2. RECOMMENDATIONS

It is recommended that the Community Services Scrutiny Committee note the content of this report and the Pathway of Care Delays data updated to January 2024

3. REASONS FOR RECOMMENDATIONS

To provide the Community Services Scrutiny Committee an opportunity to view the available data associated with the winter period.

4. BACKGROUND

4.1 The methodology underpinning the Pathways of Care Delays has been developed based on a unified definition of what constitutes a delay. This means that, in contrast to the previous collections, any delay of over 48 hours from the point at which a patient is deemed to be 'clinically optimised' (i.e., a

clinical decision has been made by the registered professional that the patient is ready for discharge) should be counted.

5. PATHWAYS OF CARE DELAYS

- 5.1 There is a requirement for each Health Board to measure Pathways of Care Delays via a monthly snapshot census on the third Wednesday of the month and, after validation and agreement with social services and wider local government partners, to report this information to the Welsh Assembly Government.
- 5.2 These reports support monitoring of the number and length of delays, plus their reasons, assisting NHS organisations and their partners in prioritising actions to alleviate pathways of care delays.
- 5.3 There are a wide variety of reasons for a Pathways of Care Delay and the full list used is attached as Appendix 1 for your reference. The reasons are grouped together under general headings, but each is assigned a specific code for data reporting reasons.

Data Analysis

- 5.4 Table 1 below provides the updated monthly summary of pathways of care delays for Cwm Taf Morgannwg residents by local authority area and all Wales.
- 5.5 Whilst the number of reported delays fluctuates month on month, there is an overall downward trend in the number of reported delays for Rhondda Cynon Taf over the year to date. Despite having the largest population performance overall remains good when compared to wider Cwm Taf Morgannwg activity.

Table 1.

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
RCT	180	130	129	115	185	151	172	158	137	141
Bridgend	72	56	86	100	73	93	55	73	50	87
Merthyr	44	47	30	34	32	39	56	42	34	31
CTM	296	233	245	249	290	283	283	273	221	259
Wales	1750	1526	1625	1570	1552	1598	1551	1567	1361	1548

- 5.6 Tables 2a-d below identify the top 4 delay reasons for people living in Rhondda Cynon Taf, Bridgend, Merthyr Tydfil, and all Wales at November 2023 as previously reported, and including the updated position for January 2024.

Table 2a – Rhondda Cynon Taf: Top 4 delay reasons

Delay Code	Delay Reason	Nov 2023
01.01.03	Awaiting completion of assessment: Nursing / AHP / Medical / Pharmacy	27
01.01.02	Awaiting completion of assessment by social care	17
02.03.01	Awaiting start of new home care package	15
01.01.05	Awaiting joint assessment	13
Delay Code	Delay Reason	January 2024
01.01.03	Awaiting completion of assessment: Nursing / AHP / Medical / Pharmacy	23
01.01.02	Awaiting completion of assessment by social care	23
02.03.01	Awaiting start of new home care package	14
01.01.05	Awaiting joint assessment	13

Table 2b – Bridgend: Top 4 delay reasons

Delay Code	Delay Reason	Nov 2023
01.01.02	Awaiting completion of assessment by social care	18
02.03.01	Awaiting start of new home care package	14
03.01.06	Awaiting RH availability	11
01.01.03	Awaiting completion of assessment: Nursing / AHP / Medical / Pharmacy	7
Delay Code	Delay Reason	Jan 2024
1.01.02	Awaiting completion of assessment by social care	27
2.03.01	Awaiting start of new home care package	7
1.01.03	Awaiting completion of assessment nursing/AHP/Pharmacy/Medical	9
3.01.06	Awaiting NH availability	3

Table 2c – Merthyr Tydfil: Top 4 delay reasons

Delay Code	Delay Reason	Nov 2023
03.01.06	Awaiting NH availability	7
01.01.05	Awaiting joint assessment	6
01.01.01	Awaiting Social worker allocation	6
03.01.05	Awaiting EMI nursing availability	4
Delay Code	Delay Reason	Jan 2024
2.03.01	Awaiting start of new home care package	4
1.01.05	Awaiting joint assessment	5
3.01.08	Awaiting EMI nursing availability	3
1.01.02	Awaiting completion of assessment by social care	3

Table 2d – All Wales: Top 4 delay reasons

Delay Code	Delay Reason	Nov 2023
01.01.02	Awaiting completion of assessment by social care	232
02.03.01	Awaiting start of new home care package	179
01.01.03	Awaiting completion of assessment: Nursing / AHP / Medical / Pharmacy	144
01.01.05	Awaiting joint assessment	130
Delay Code	Delay Reason	January 2024
01.01.02	Awaiting completion of assessment by social care	234
02.03.01	Awaiting start of new home care package	154
01.01.03	Awaiting completion of assessment: Nursing / AHP / Medical / Pharmacy	161
01.01.05	Awaiting joint assessment	143

5.7 The top 4 reported delay reasons for residents of Rhondda Cynon Taf did not change. However, there was an increase in people awaiting social care assessment which is attributed to a slight decrease in activity due to people taking leave over the Christmas holiday period and an increase in general demand related to winter pressures. This increase is reflected in the data for Bridgend and Merthyr but is not as significant across Wales. Other delay reasons remain relatively consistent.

5.8 In terms of current social care system capacity for January 2024 to support hospital discharge:

- There was only 1 intermediate care and reablement delay and this service was risk rated as Green.
- There was home care availability and movement, but the service remained risk rated Amber as whilst there are no funding decision delays and no home care broker delays there were some capacity delays in certain areas. Work with providers to try and enhance the capacity they had available continued.
- There was care home availability but again this service remained risk rated as Amber. There were no funding decision delays and no home care broker delays and whilst the increase in demand for EMI residential placements continued, there was a longer wait for people needing a general nursing placement that month.
- Pressures persisted for health and social care during Christmas and continued throughout January. As reported in January RCT is still considering contracts with providers that charge fees above our agreed rates on a case-by-case basis to support hospital discharge as well as to avoid hospital admission.

5.9 There were no significant workforce concerns for Adult Services and in addition to the support at Hospitals sites, we continued to respond to community emergencies and support hospital avoidance.

6. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

6.1 There are no equality and diversity or socio-economic implications arising directly from this report.

7. WELSH LANGUAGE IMPLICATIONS

7.1 There are no Welsh Language implications arising directly from this report.

8. CONSULTATION / INVOLVEMENT

8.1 There are no consultation requirements arising directly from this report.

9. FINANCIAL IMPLICATION(S)

9.1 There are no financial implications arising directly from this report.

10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

10.1 There are no legal implications arising directly from this report.

10.2 The Social Services and Wellbeing (Wales) Act 2014 and accompanying Part 4 Code of Practice sets out that where a local authority has carried out an assessment which has revealed that the person has needs for care and support then the local authority must decide if those needs meet the eligibility criteria, and if they do, it must meet those needs.

11. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT

11.1 Supporting the discharge of someone from hospital links with the Council's priority: "Ensuring People are independent, healthy, and successful". It also allows the Council to meet the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015, in that they meet the needs of the Council's residents, including an ageing population and those with more complex needs, are more sustainable and increase focus on wellbeing and independence, resulting in the wellbeing goals of a Wales of cohesive communities, and a healthier Wales being supported.

12. CONCLUSION

12.1 Rhondda Cynon Taf, along with all other local authorities continues to face pressures across the health and social care system during the winter but Adult Services works effectively with the regional partners and our commissioned providers to manage flow in the hospitals and avoid unnecessary delays.

APPENDIX 1

Pathways of Care Delays Sep 23 Reason Codes

Code	Descriptor	Service Lead	D2RA
1			
1.01	Assessment Issues		
1.01.01	Awaiting Social worker allocation	Social Care	1,2,3
1.01.02	Awaiting completion of assessment by social care	Social Care	1,2,3
1.01.03	Awaiting completion of assessment Nursing/ AHP/ Medical / pharmacy	Health Care	1,2,3
1.01.04	Awaiting Continuing Healthcare (CHC) Assessment	Health/ Social Care	3
1.01.05	Awaiting joint assessment	Health/Social Care	1,2,3
1.01.06	Assessment through the language of choice	Health/Social Care	1,2,3
1.02	Transfer related issues		
1.02.01	Awaiting transfer to intermediate care bedded facility	Health Care	2,3
1.02.02	Awaiting community based health provision D/N CPN	Health / Social Care	1,3
1.02.03	Awaiting integrated health / social care community provision	Health/Social Care	1,3
1.02.04	Awaiting hospital arranged transport	Health Care	0,1,2,3
2			
	Descriptor	Service Lead	D2RA
2.01	Funding issues		
2.01.01	Awaiting funding decision	Social Care	3
2.01.02	Awaiting funding decision FNC/ CHC	Health Care	3
2.01.03	Awaiting joint funding decision	Health/Social Care	3
2.02	Home adaptation/equipment issues		
2.02.01	Awaiting completion of assessment/ provision for equipment	Health Care	1,3
2.02.02	Awaiting completion of assessment /provision for equipment	Social Care	1,3
2.02.03	Awaiting completion of adaptations (DFG's)	Social Care	1,3
2.02.04	Awaiting provision of telecare and /or telehealth equipment	Social Care	1,3
2.02.05	Awaiting provision of medicines management dispensing equipment/support	Health Care	1,2,3
2.03	Home care related issues		
2.03.01	Awaiting start of new home care package	Social Care	1
2.03.02	Awaiting restart of previous home care package	Health / Social care	0
2.03.03	Awaiting Dom care package self-funding	Health Care	1
2.03.04	Awaiting CHC new package of care	Health Care	3
2.04	Step down to recover and assess		
2.04.01	Awaiting reablement package of care	Social care	1
2.04.02	Awaiting Community Resource capacity	Health / Social Care	1

2.05	Disagreements /Legislation		
2.05.01	Patient / family choice related issues	Health/Social care	3
2.05.02	Patient/ family dispute CHC outcome	Health Care	3
2.05.03	Patient / family refusing to participate in financial assessment.	Social Care	1,3
2.05.04	Patient / family refusing to move to next stage of care/ discharge.	Health / Social Care	1,2,3
2.05.05	Disputes between agencies	Health/Social Care	3
2.05.06	Intervention by patient's legal representation	Health/Social Care	3
2.05.07	Mental Capacity Delays	Health / Social Care	3
2.05.08	Safeguarding issues impacting discharge arrangements	Social Care	1,2,3
2.05.09	Court of Protection Delays	Health / Social Care	3
3	Descriptor	Service Lead	D2RA
3.01	Care Home placement arrangements		
3.01.01	Awaiting completion of arrangements prior to placement	Health/ Social Care	2,3
3.01.02	Awaiting care home manager to visit and assess (Standard 3 residential)	Social care	2,3
3.01.03	Awaiting care home manager to visit and assess (Standard 3 nursing)	Health Care	3
3.01.04	Awaiting nursing/residential home self-funding	Health Care	3
3.01.05	Awaiting RH availability	Health /Social care	2,3
3.01.06	Awaiting NH availability	Health / Social Care	3
3.01.07	Awaiting EMI Residential availability	Health / Social Care	2,3
3.01.08	Awaiting EMI Nursing availability	Health / Social Care	3
3.01.09	Awaiting specialist bed availability	Health / Social Care	3
3.01.10	Awaiting return to existing care home placement	Health/ Social Care	3
3.01.11	Awaiting extra care / supported living availability	Health /Social Care	2,3
3.02	NHS Bed related issues		
3.02.01	Awaiting Mental Health bed	Health Care	3
3.02.02	Awaiting palliative care specialist bed	Health Care	3
3.02.03	Awaiting palliative care POC	Health Care	3
3.02.04	Awaiting palliative care home	Health Care	3
3.02.05	Awaiting Learning Disability bed	Health Care	3
3.02.06	Awaiting acute bed	Health care	3
3.03	Housing Related Issues		
3.03.01	Homeless	Local Authority	0,1
3.03.02	No suitable abode	SocialCare	0,1,2

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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COMMUNITY SERVICES SCRUTINY COMMITTEE

11th March 2024

UPDATE REPOT PATHWAYS OF CARE DELAYS

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Background Papers:

None

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