

## Scrutiny measures & actions full monitoring report

### Social Care and Health scrutiny - Quarter 3 2018/19

Filtered by:

Organisation - Carmarthenshire County Council

Source document - Corporate Strategy 2018/19

The table below provides a summary progress against target for the Actions and Measures contained within the selected document

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
8. Help people live healthy lives (tackling risky behaviour & Adult obesity)	Actions	2	2	0	0	N/A	0	100%	100%
	Measures	2	2	0	0	0	0	100%	
9. Support good connections with friends, family and safer communities	Actions	7	7	0	0	N/A	0	100%	100%
	Measures	1	0	1	0	0	0	0%	
10. Support the growing numbers of older people to maintain dignity and independence in their later	Actions	7	7	0	0	N/A	0	100%	88%
	Measures	1	0	1	0	0	0	0%	
11. A Council wide approach to support Ageing Well in Carmarthenshire	Actions	3	3	0	0	N/A	0	100%	100%
	Measures	1	0	1	0	0	0	0%	
14. Promote Welsh Language & Culture	Actions	1	1	0	0	N/A	0	100%	100%
	Measures	1	0	1	0	0	0	0%	
<b>Overall Performance</b>	<b>Actions and Measures</b>	<b>23</b>	<b>22</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>96%</b>	

#### Performance against Target



# OFF TARGET

## PIMS Scrutiny Report

**Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later**  
**Sub-theme: A. Develop 'social' model of health/care focuses on physical/mental/social wellbeing not ill health**

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+  PAM/025	2.00	--	Q3: <b>1.59</b>  End Of Year: <b>2.50</b>	Target: <b>0.55</b>  Result: <b>1.25</b>	Target: <b>1.11</b>  Result: <b>2.18</b>	Target: <b>1.66</b>  Result: <b>3.22</b>  Calculation: <b>(62 ÷ 19247) × 1000</b>	Target: <b>2.21</b>
<b>Comment</b>	Within this quarter DTOC remains off target, this equates to 20 people for this quarter, totalling 62 over the year. The majority of cases are waiting packages of care within the community.						
<b>Remedial Action</b>	The department is currently redesigning services to meet increasing demand in order to facilitate timely discharges from hospital working with our commissioners and providers across the County. Recently we have implemented a new "bridging service" across both acute hospital sites that is showing signs of improved discharge planning outcomes for patients. We will continue to work closely with our commissioners and providers in re-designing our services jointly with the Health Board to ensure timely and appropriate discharge planning.						
<b>Service Head:</b> Neil Edwards				<b>Performance status:</b> Off target			

# ON TARGET ETC.

## PIMS Scrutiny Report

### **ACTIONS - Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later**

#### **Sub-theme: A. Develop 'social' model of health/care focuses on physical/mental/social wellbeing not ill health**

<b>Action</b>	13220	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by introducing a pooled budget between social care and health for residential care.		
<b>Comment</b>	Work on embedding virtual pooled budget and producing regular reports on spend and performance continues, facilitated by the West Wales Care Partnership.		
<b>Service Head:</b>	Martyn Palfreman	<b>Performance status:</b>	On target
<b>Action</b>	13221	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by establishing a regional joint committee for social services with relevant partners.		
<b>Comment</b>	Being addressed through ongoing review of regional governance.		
<b>Service Head:</b>	Martyn Palfreman	<b>Performance status:</b>	On target

### **ACTIONS - Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later**

#### **Sub-theme: B. Provide a wide range of services and interventions**

<b>Action</b>	13222	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will ensure care and support is provided in a manner that is proportioned to meet and ensure equity of outcomes for our population.		
<b>Comment</b>	This practice is embedded in Social Work practice in line with Code of Practice 4 of the Social Services and Well-being (Wales) Act 2014 and is authorised by Senior Practitioners and audited by Managers within the Community Resource Teams.		
<b>Service Head:</b>	Neil Edwards	<b>Performance status:</b>	On target
<b>Action</b>	13223	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will continue to improve the provision of day opportunities for older people across the County.		
<b>Comment</b>	A synopsis has been undertaken looking at the assessed need and the number of individuals attending day centre's including the reasons for using the service. Further analysis is required before making decisions around service improvement to ensure that the views of stakeholders have been considered. A Quality Assurance questionnaire has been circulated and the outcome is expected by the end of January 2019. The responses will form the next steps for progressing further with any potential service development.		
<b>Service Head:</b>	Jonathan Morgan	<b>Performance status:</b>	On target
<b>Action</b>	13224	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will deliver an investment programme for Care Homes and Sheltered Housing Schemes by delivering future needs and sustainable residential care arrangements in the Llanelli area to ensure appropriate accommodation provision in the area.		
<b>Comment</b>	Work is being undertaken with Property Services colleagues to provide detailed information on the current condition of care homes and sheltered schemes to determine options for the future. This work will link the future needs for older people across the County including Llanelli and what can be offered in terms of physical standards and services, and what investment will be needed.		
<b>Service Head:</b>	Jonathan Morgan	<b>Performance status:</b>	On target
<b>Action</b>	13225	<b>Target date</b>	31/03/2021
<b>Action promised</b>	We will maintain a strong and sustainable in-house Council provision for domiciliary and residential care.		
<b>Comment</b>	We continue to grow the in-house domiciliary care service and have recently integrated Allied Healthcare into the team. We will also continue to grow the business and making the service more efficient with particular emphasis on rostering and travelling patters, recruiting to vacancies and reducing sickness rates. Further investment is being planned for our seven Care Homes as well as making sure our in-house beds are occupied as fully as they can be.		
<b>Service Head:</b>	Jonathan Morgan	<b>Performance status:</b>	On target

**ACTIONS - Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later**

**Sub-theme: C. Identify how local communities can contribute to supporting wellbeing and independence**

<b>Action</b>	13226	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available.		
<b>Comment</b>	The four work streams established to implement the mental health transformation programme are progressing the following areas of work; pathways, workforce, transport and estates are making good progress. Health and social care are collaborating with third sector colleagues fund to develop a crisis support service in Llanelli which is one of the priorities in the transformation programme. The successful wellbeing initiative led by the council which supported a number of individuals with mental health issues to complete a half marathon is being rolled out across Carmarthenshire. The pathways group has also visited a number of projects across Wales to identify and learn from best practice in relation to early intervention and single points of access which are also priorities in the transformation programme. A new multi-agency forum has also been established to address the mental health and wellbeing needs of young people.		
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> On target		

**ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire**

**Sub-theme: A. Age Friendly Communities**

<b>Action</b>	13233	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need		
<b>Comment</b>	Carers Strategic Partnership Board have reviewed its Terms of Reference and will continue to meet quarterly to consider priority areas for development. Further work is also planned on developing a strategy which will provide a more coherent and equitable approach to Respite support / Replacement care.		
<b>Service Head:</b> Chris Harrison	<b>Performance status:</b> On target		

**ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire**

**Sub-theme: B. Dementia Supportive Communities**

<b>Action</b>	13234	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County.		
<b>Comment</b>	Dementia Strategy group have put a case forward to Welsh Government for funding for dementia services, currently awaiting approval. This includes multiple posts and initiatives that will transform dementia services in Carmarthenshire in line with the Welsh Government dementia strategy. Progress being made on Dementia friends awareness and dementia friendly communities across Carmarthenshire. Preparations are underway with the Executive Board Member to establish a departmental dementia steering group.		
<b>Service Head:</b> Neil Edwards	<b>Performance status:</b> On target		

**ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire**

**Sub-theme: E. Loneliness & Isolation**

<b>Action</b>	13240	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness.		
<b>Comment</b>	The task and finish group continues to meet and take evidence regarding this very important issue. A presentation was delivered to the Health and Social Care Scrutiny Committee and 3 People Manager Events within the Department for Communities to raise awareness of the Prevention Early Intervention and Promoting Independent Living (PEIPIL) during this quarter, with particular reference to the Carmarthenshire is Kind initiative. These were very well received with further work to be taken forward in the task and finish group.		
<b>Service Head:</b> Neil Edwards	<b>Performance status:</b> On target		

**ACTIONS - Theme: 14. Promote Welsh Language & Culture**  
**Sub-theme: B. Welsh Language Promotion Strategy**

<b>Action</b>	13283	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will further strengthen the provision and use of the Welsh language within social care services to be able to provide services in the language of service users' choice and ensure compliance with the `Active Offer` .		
<b>Comment</b>	We remain compliant within the `Active Offer` in offering service users the language of choice as far as is practical and continue to offer Welsh language training for our workforce.		
<b>Service Head:</b> Neil Edwards	<b>Performance status:</b> On target		

**ACTIONS - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)**  
**Sub-theme: A. Eat and breathe healthily**

<b>Action</b>	13193	<b>Target date</b>	31/03/2021
<b>Action promised</b>	We will utilise information from the population needs assessment to plan the service at the 3 Locality area levels, which incorporate the GP clusters. This will provide a more detailed understanding of what's needed and allow planning of health and social care services at Locality Level.		
<b>Comment</b>	The locality plans are updated on a quarterly basis. In addition the health boards annual integrated medium term planning (IMTP) has required a strategic evaluation of population needs at a locality level across health and social care.		
<b>Service Head:</b> Neil Edwards	<b>Performance status:</b> On target		

**Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)**  
**Sub-theme: B. Physical Activity**

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme  3.4.2.6	Not applicable		Q3: <b>56.3</b>  End Of Year: <b>53.8</b>	Target: <b>58.0</b>  Result: <b>49.4</b>	Target: <b>58.0</b>  Result: <b>56.3</b>	Target: <b>58.0</b>  Result: <b>58.8</b>  Calculation: <b>(594 ÷ 1011) × 100</b>	Target: <b>58.0</b>
<b>Comment</b>	We are now performing 1.5% above the target set by Public Health Wales.						
<b>Remedial Action</b>	None required.						
<b>Service Head:</b> Ian Jones	<b>Performance status:</b> On target						

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme  PAM/041	Not applicable		Q3: <b>41.0</b>  End Of Year: <b>45.6</b>	Target: <b>50.0</b>  Result: <b>60.5</b>	Target: <b>50.0</b>  Result: <b>54.3</b>	Target: <b>50.0</b>  Result: <b>57.5</b>  Calculation: <b>(285 ÷ 496) × 100</b>	Target: <b>50.0</b>
<b>Comment</b>	Performing up 7.5% on the target set by Public Health Wales.						
<b>Remedial Action</b>	None required.						
<b>Service Head:</b> Ian Jones	<b>Performance status:</b> On target						

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**ACTIONS - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)**

**Sub-theme: C. Mental Health**

<b>Action</b>	13199	<b>Target date</b>	31/12/2018
<b>Action promised</b>	We will contribute to health led transformation programmes in mental health and redesign of services within learning disability		
<b>Comment</b>	With regard to Learning Disability services. The Learning Disability programme group is progressing a number of projects which are focussing on service improvement. These include collaborating to review and enhance a learning disability respite service, number of accommodation projects utilising Integrated Care Fund (ICF) capital funding , undertaking a review of the regional Shared Lives Scheme and ensuring service user engagement. The Regional Partnership has engaged the Housing Learning Improvement Network to map the accommodation needs of people with a learning disability across the region and this work ( now published) will be used to inform an accommodation strategy and detailed accommodation plan for Carmarthenshire. This will include progressing a number of housing projects utilising ICF (Integrated Care Fund) funding and Carmarthenshire's housing stock.		
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> On target		

**ACTIONS - Theme: 9. Support good connections with friends, family and safer communities**

**Sub-theme: A. Continue to develop & implement how we provide info, advice & assistance across social care serv**

<b>Action</b>	13204	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will review our disability service to ensure seamless transition and pathways from children to adults		
<b>Comment</b>	We held listening events with parents and disabled young people who had experienced Transition from Children to Adult services during November.  We will be meeting again early in the New Year to share our finding and propose a collaborative approach to remodelling the service.  We have also held series of staff workshops to inform a remodelled service from 0-25 which will be formally consulted upon and implemented early in 2019.		
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> On target		
<b>Action</b>	13205	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will ensure an appropriate effective governance is in place with the Local Authority Trading Company to provide the provision of an Information, Advice and Assistance service in order to comply with our Statutory Duty under the Social Services and Well-being Act.		
<b>Comment</b>	The IAA operational group continues to meet on a monthly basis to review both the performance of the service and to develop a more comprehensive and detailed specification for the service. The recent the Wales Audit Office inspection of the IAA service (November 2018) reported to the Director in the verbal end of inspection feedback.		
<b>Service Head:</b> Neil Edwards	<b>Performance status:</b> On target		

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**ACTIONS - Theme: 9. Support good connections with friends, family and safer communities**  
**Sub-theme: C. Identify strengths & resources in communities-contribute promoting & supporting health neighbours**

<b>Action</b>	13208	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as		
<b>Comment</b>	Good progress being made. Meeting held with Communication team who will liaise with all CCC parties to facilitate information being migrated onto Dewis. Head of Service to email all internal CCC departments to support and encourage putting their information onto Dewis.		
<b>Service Head:</b> Neil Edwards		<b>Performance status:</b> On target	
<b>Action</b>	13209	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will invest and improve the quality in the skills of our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels.		
<b>Comment</b>	The working group has considered the resourcing of the 3 care management teams. The group has also looked at a national report on recruitment and retention of social workers. A staff survey has been developed and is planned to be sent out in February 2019. The importance of the Parliamentary Review and commitment to a healthy and supportive workforce is continuously being communicated across the division by the Head of Service monthly communication update.		
<b>Service Head:</b> Neil Edwards		<b>Performance status:</b> On target	

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**ACTIONS - Theme: 9. Support good connections with friends, family and safer communities**

**Sub-theme: D. With our partners we will continue to support Safer Communities**

<b>Action</b>	13215	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will ensure our specialist substance misuse team meets the needs of children and adult services by providing expert advice, support and direct input to front line teams.		
<b>Comment</b>	<p>The team have developed a business plan to focus their awareness raising and training on supporting the social care workforce.</p> <p>The team are engaged in developing a local action plan in relation to co-occurring mental illness and substance misuse. Developing stronger links with mental health teams is a priority area for the next year.</p>		
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> On target		
<b>Action</b>	13218	<b>Target date</b>	31/03/2019
<b>Action promised</b>	We will embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making		
<b>Comment</b>	<p>Significant Progress in relation to this action has been made. The safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with the adult at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved. This approach is now embedded in practice within the safeguarding team.</p> <p>The regional safeguarding board has provided safeguarding leads with a clear mandate to develop a robust set of performance indicators which evidence this is happening and that the service users outcomes have been achieved.</p> <p>A total of eight training events have been delivered to date which aimed at reinforcing a person centred approach to safeguarding, reminding all professionals that the services users voice is paramount. This training will continue throughout 2019.</p>		
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> On target		
<b>Action</b>	13219	<b>Target date</b>	31/12/2018 (original target 31/07/2018)
<b>Action promised</b>	We will review third sector contracts to establish compliance with the Social Services Well-being Act and service transformation in mental health and learning disability.		
<b>Comment</b>	<p>Reviewing third sector contracts which are commissioned by the Health Board and Council is part of the Transforming Mental Health and learning disability programmes and a commissioning work steam has been established to progress this work. Advocacy services provided by the third sector are currently being reviewed by commissioning colleagues across the region with view to developing a regional advocacy scheme. We have also commenced work with the third sector to ensure that we are collaborating to implement the requirement of the Social Services and Wellbeing Act and exploring opportunities to collaborate in relation to early intervention and prevention.</p>		
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> On target		