



Report C

Scrutiny measures & actions full monitoring report Social Care and Health scrutiny - at Half Year 2015/16



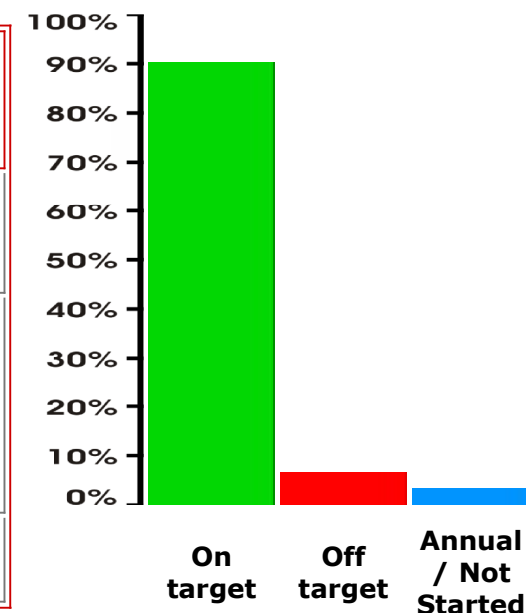
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Improvement Plan 2015/16

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
C. People in Carmarthenshire are healthier	Actions	15	15	0	0	N/A	0	100%	88%
	Measures	11	8	2	0	0	1	73%	
E. People who live, work and visit Carmarthenshire are safe and feel safer	Actions	3	3	0	0	N/A	0	100%	100%
	Measures	1	1	0	0	0	0	100%	
Overall Performance	Actions and Measures	30	27	2	0	0	1	90%	

Performance against Target





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Outcome Agreement Grant Monitoring

Total Deliverables	On Target	Off Target or Not Available	Not Yet Due or Annual	Not Reported
3	3	0	0	0



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Theme: C. People in Carmarthenshire are healthier							
Sub-theme: C2 Preventing ill health and encourage healthy living							
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people referred to the "Vitality Scheme" (NERS – National Exercise Referral Scheme) 3.4.2.5	Not applicable		Q2: 655 End Of Year: 1245	Target: 320 Result: 257	Target: 650 Result: 552	Target: 950	Target: 1245
Comment	Due to the Activity Coordinator (NERS lead) being on long term sick (April-June) we failed to achieve our target in quarter 1, which has had a knock on affect on the cumulating result for quarter 2. However, we have set ourselves a very challenging target of 1,245 for 2015/16 compared to a target of 1,008 for the year set by our funding body target (Public Health Wales). Despite not meeting our own target, we are currently exceeding the Public Health Wales target at the end of quarter 2.						
Remedial Action	We will continue to work hard to meet our own challenging target. While also complying with targets set by our funding body Public Health Wales.						
Service Head: Ian Jones			Performance status: Off target				



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C3 Improving the Emotional, Mental Health and Well-being of all people in the County			
Action	11711	Target date	31/03/2016
Action promised	We will improve transition between Children's Services and Adult Services to include Education, Careers and Health, ensuring that young people and their families are at the centre of plans for the future		
Comment	We will be holding development sessions for all services for disabled children and young people in November. This will assist in promoting a greater understanding between services and developing clear care pathways. In particular, this will focus on the relationship between statutory and preventative services.		
Service Head: Stefan Smith		Performance status: On target	
Action	11713	Target date	31/03/2016
Action promised	We will undertake a scoping exercise for a strategic commissioning plan for the Mental Health and Learning Disability Service		
Comment	A draft document was prepared and is to be considered at the LD and MH senior management team during quarter 3		
Service Head: Anthony Maynard		Performance status: On target	



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Theme: C. People in Carmarthenshire are healthier Sub-theme: C4 Reducing inequities in health							
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of physical disability clients who are supported in the community during the year aged 18-64 9.2.5.0	Not applicable		Q2: 96.21 End Of Year: 97.25	Target: 97.23 Result: 96.79	Target: 97.22 Result: 97.43 Calculation: (455÷467) × 100	Target: 97.21	Target: 97.20
Comment	This service improvement measure is set-up in-line with the statutory measure SCA/020 - The percentage of adults who are supported in the community, which expects as many people as possible to be helped to live at home and the Q2 result reflects this. However as a Council we want to promote independent living and our innovative range of services aims to support people via community based services. Reductions in day care and meal provision have resulted from efforts to find community-based options that promote involvement in their local community.						
Remedial Action	Assistance is now focussed on the people who have more significant disabilities to help them live well at home.						
Service Head: Rhian Dawson				Performance status: On target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			

	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of learning disability clients who are supported in the community during the year aged 18-64 9.2.5.1	Not applicable		Q2: 86.69 End Of Year: 87.64	Target: 86.68 Result: 86.68	Target: 86.75 Result: 86.83 Calculation: (534÷615) × 100	Target: 87.50	Target: 87.76
Service Head: Anthony Maynard			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of mental health needs clients who are supported in the community during the year aged 18-64 9.2.5.4	Not applicable		Q2: 78.97 End Of Year: 79.53	Target: 80.38 Result: 83.18	Target: 79.20 Result: 84.34 Calculation: (280÷332) × 100	Target: 79.64	Target: 80.13
Service Head: Anthony Maynard			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of adult clients provided with a direct payment by the Social Care Department to enable them to independently source their own care.	Not applicable		Q2: 320 End Of Year: 331	Target: 333 Result: 337	Target: 337 Result: 355	Target: 341	Target: 347

9.2.5.7 							
Service Head: Rhian Dawson				Performance status: On target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over SCA/001	1.43	3.39	Q2: 3.23 End Of Year: 6.18	Target: 1.42 Result: 0.92	Target: 2.83 Result: 1.51 Calculation: (28÷18560) × 1000	Target: 4.25	Target: 5.77
Comment	In the past year, the predominant reason for delays in discharge has been people waiting for domiciliary care. Since the implementation of the new Domiciliary Care Framework, there have been no delays for this reason.						
Service Head: Rhian Dawson				Performance status: On target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of older people Supported in the community per 1,000 population aged 65 or over at 31 March SCA/002a	75.13	61.96	Q2: 58.71 End Of Year: 61.87	Target: 61.82 Result: 61.32	Target: 59.05 Result: 60.42 Calculation: (2509÷41523) × 1000	Target: 59.01	Target: 58.93

Comment	This statutory measure expects as many older people as possible to be helped to live at home and the Q2 result reflects this when compared to the rate at Q2 2014/15 of 58.71. However as a Council we want to promote independent living and our innovative range of services aims to support people via community based services. Reductions in day care and meal provision have resulted from efforts to find community-based options that promote involvement in their local community.						
Remedial Action	Assistance is now focussed on the people who have more significant disabilities to help them live well at home.						
Service Head: Rhian Dawson				Performance status: On target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of older people whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March SCA/002b	16.25	19.32	Q2: 21.54 End Of Year: 20.48	Target: 20.48 Result: 19.46	Target: 19.59 Result: 19.77 Calculation: (821 ÷ 41523) × 1000	Target: 19.59	Target: 19.59
Comment	<p>Residential placements have remained at a fairly consistent level over the past year. This reflects the practice of regarding residential placement as a last resort. This year there has been a larger than expected number of people leaving care homes for a number of reasons. The increase between Q1 and Q2 reflects a stabilisation of the population.</p> <p>Despite a reduction in residential placements compared to the same period last year, the measure remains off target. This is because the population figure of 42,420 (65+) used to set the 2015/16 target (the best available population estimate at the time) was far higher than the 2014 population estimates published in August 2015 of 41,523 resulting in a lower target set. Based on the actual population figures of 41,523 the target would calculate as 20 and would be on target.</p> <p>The positive is that the result has improved on quarter 2 last year and is currently better than the 2014/15 end of year result of 20.48.</p>						

Remedial Action	See above comment	
Service Head: Rhian Dawson	Performance status: Off target	





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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C4 Reducing inequities in health			
Action	10842 	Target date	31/12/2015 (original target 31/03/2016)
Action promised	In partnership with Family Housing Association, we will progress the new Argel extra care housing development and develop the next phase of our Extra Care/Residential Care Investment Programme (designed to help older people to maintain their independence by providing self-contained 1 & 2 bedroom apartments catering for people with different needs)		
Comment	<p>Completion date has slipped, site agent stated end of September, fit out to commence 5th October, with phased occupation to commence from w/c 19th or 26th October. Considerable labour has been transferred from other project Ty Dyffryn . Costs remain £226k over budget main reason pumping station, asbestos removal from Argel, lift specifications and garden. Contractors report External Balconies construction deficient (bolts and members)is being resolved. Ceiling Edge Detail adjacent windows common areas did not provide sufficient void for the services installation. The subsequent edge detail did not take cognisance of both the curtain and blind fixing details. Arrangements to be made for the curtain / blind contractor to visit site, to view and determine requirements. Sound Testing partition between Flats 206 & 207 had failed the sound test. Investigation has shown screws that are too long were the problem and the partition is being remediated.</p> <p>The original intention for letterboxes in flats 1-11 was for a dummy letter plate these have to be fire rated (Instruction to follow) Floors 1, 2 &3 , generally - floor stops / toilet roll holders / shower curtains and snagging. Electrical installation all work closed Final decorations outstanding and Mechanical / Electrical 80% complete Ground floor Decorations 90% Handrail Letterbox Ironmongery Carpet will be dependent on external works External Area entering final stages</p>		
Service Head: Rhian Dawson		Performance status: On target	
Action	11159 	Target date	31/03/2016

Action promised	We shall increase the number of unique visitors to the new improved adult social care website (Yr1 2013/14 baseline 33,800; Yr2 2014/15 target 35,500 - Actual 37,447. Yr3 2015/16 target 35,700)		
Comment	There have been 20,036 unique page views (UPVs) from 1 April to 30 September, which represents 56.1% of the annual target of 35,700 for 2015/16.		
Service Head: Jake Morgan		Performance status: On target	
Action	11618	Target date	31/03/2016
Action promised	We will maintain an Annual External Accreditation in the Careline Service to ensure an industry standard quality service to customers		
Comment	Accreditation remains, with 97.6% of calls answered within a minute. However, special measures are in place and the high level response rate hides the inability at times to respond to calls in a consistent and timely manner.		
Service Head: Rhian Dawson		Performance status: On target	
Action	11657	Target date	31/03/2016
Action promised	We shall develop Older Person 10 Year Vision for Carmarthenshire supported by an action plan for its implementation		
Comment	Strategy approved by Executive Board 28/9 and due to be considered by full Council on 14/10/15.		
Service Head: Rhian Dawson		Performance status: On target	
Action	11658	Target date	31/03/2016
Action promised	We shall review models of care and support within Domiciliary Services i.e. Rapid Response and Reablement		
	<p>A review of Reablement and other short term services is underway. An initial workshop was held with multidisciplinary stakeholders from social work and care management, In house provider services (domiciliary care), Occupational Therapy, Physiotherapy and Acute Hospital Nursing. The workshops facilitated included: Definition of reablement and its assessment Resources / Processes Required for efficient reablement service Reviews – Definition, Current Practice and Proposed Practice Participants acknowledged that some improvement was needed in order to ensure that our reablement is as effective as possible to improve outcomes at both service user and organisational level.</p> <p>Work is being progressed for four key areas of improvement- Referral Detail, Referral Process, Assessment & Support, Performance Measures. It is proposed that community services in Carmarthenshire are reframed and divided into two distinct service areas: Reablement and Long Term Care. The proposed realignment presents a Short Term Assessment and Support service as the first point of contact for an individual presenting with increased need or functional decline. The Short Term Assessment and Support Service response will combine current Reablement, Rapid Response and Through The Night domiciliary care services as well as the Acute</p>		

	<p>Response nursing Team (ART), the service user's GP, physiotherapy and occupational therapy. 'Step Up' beds such as convalescence and community hospital beds may also be considered during this service intervention.</p> <p>The Long Term Care service will continue to provide care management for those with complex and ongoing needs requiring commissioned social care.</p>		
Comment	<p>It is anticipated that redesigning community services in this way will improve outcomes. Implementing this model and the recommended process improvements will take some time and will include realignment of current resources and process changes.</p> <p>Currently the work is being taken forward in 4 workstreams, the next updating reports will be shared with the Project Board on the 5th October. On agreement of the proposed way forward a Project Initiation Document will be developed jointly with Health outlining the agreed purpose of the service with robust performance measures. This will then be used to inform the development of an implementation plan, risk assessment and timescales.</p>		
Service Head: Robin Staines		Performance status: On target	
Action	11659	Target date	31/03/2016
Action promised	We will develop, in accordance with the Welsh Government requirement, an Ageing Well Plan for Carmarthenshire based on five core themes:- Loneliness and isolation, Employment for opportunities and new skills, Falls prevention, Dementia supportive communities, Age friendly communities		
Comment	An Ageing Well plan (which incorporates the Strategy for Older People) includes the five ageing well themes and has been developed incorporating available evidence and building on relevant actions identified within business plans. The Plan is proceeding through the political process, with sign off by Council anticipated in December 2015.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11660	Target date	31/03/2016
Action promised	We shall continue to increase the numbers of clients having reviews in Adult Service (2014/15 - 71.9% (SCA/007))		
Comment	Invest to Save application made for review team to increase numbers of reviews conducted. Application approved and recruitment progressing in order to increase the number of clients having reviews.		
Service Head: Rhian Dawson		Performance status: On target	



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Theme: C. People in Carmarthenshire are healthier

Sub-theme: C6 Improve access to health and social care for all people including vulnerable groups

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
<p>The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year</p> <p>SCA/007</p>	87.2	79.5	<p>Q2: 47.4</p> <p>End Of Year: 71.9</p>	<p>Target: 20.0</p> <p>Result: 43.9</p>	<p>Target: 40.0</p> <p>Result: 55.5</p> <p>Calculation: (1502÷2706) × 100</p>	<p>Target: 60.0</p>	<p>Target: 80.0</p>
Service Head: Rhian Dawson			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
<p>The percentage of adult clients who are supported in the community during the year</p> <p>SCA/020</p>	87.19	85.51	<p>Q2: 80.16</p> <p>End Of Year: 83.08</p>	<p>Target: 79.06</p> <p>Result: 81.01</p>	<p>Target: 80.14</p> <p>Result: 82.08</p>	<p>Target: 80.94</p>	<p>Target: 83.05</p>

						<p>Calculation: (4389 ÷ 5347) × 100</p>
Comment	<p>This statutory measure expects as many older people as possible to be helped to live at home and the Q2 result reflects this when compared to the percentage at Q2 2014/15 of 80.16. However as a Council we want to promote independent living and our innovative range of services aims to support people via community based services. Reductions in day care and meal provision have resulted from efforts to find community-based options that promote involvement in their local community.</p>					
Remedial Action	<p>Assistance is now focussed on the people who have more significant disabilities to help them live well at home.</p>					
Service Head: Rhian Dawson				Performance status: On target		



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C6 Improve access to health and social care for all people including vulnerable groups			
Action	11714	Target date	31/03/2016
Action promised	We shall continue to implement the regional carers strategy		
Comment	The strategy remains on target and delivering its action plan. Since the last report there has been no further news from WG about the ongoing funding situation. This means that staff will be, if not already, looking for new employment. This will put the delivery of the plan at risk.		
Service Head: Rhian Dawson		Performance status: On target	
Action	11716	Target date	31/03/2016
Action promised	We will review the way we allocate services to disabled children and their families to ensure that our processes are aligned with adult social care for continuity of provision and we are making the best use of our available resources by providing a service based upon need		
Comment	We have established weekly Triage meetings for our preventative disability services to ensure referrals are being screened and acted upon accordingly. The Children`s Disability team have re-drafted eligibility criteria which will be discussed in the Children`s services managers function group in November.		
Service Head: Stefan Smith		Performance status: On target	
Action	11718	Target date	31/03/2016
Action promised	We will develop a multi agency action plan to implement the recommendations of the Autistic Spectrum Disorder (ASD) Position Statement developed by the People and Work Unit		

Comment	ASD (Autistic Spectrum Disorder) Steering group held on 23rd September. Key priority is to develop our `local offer` for ASD across organisations.		
Service Head: Stefan Smith	Performance status: On target		
Action	11719	Target date	31/03/2016
Action promised	We will develop and publish information for disabled young people and their families about our services		
Comment	Work ongoing to consult on draft criteria.		
Service Head: Stefan Smith	Performance status: On target		



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C7 Reducing drug and alcohol misuse			
Action	11308	Target date	31/03/2016 (original target 31/03/2015)
Action promised	We will review our Substance Misuse Service alongside Integrated Family Support Team (IFST) to ensure they are effective		
Comment	Formal review undertaken. Proposal to be developed for Heads of Service to outline options for closer working between teams. To include: co-location, joint screening and working protocols.		
Service Head:	Stefan Smith	Performance status:	On target
Action	11721	Target date	31/03/2016
Action promised	We shall review the transition arrangements for young people with substance misuse problems to ensure they do not get lost between children and adult services.		
Comment	Review to be scheduled with adult services/children`s services for substance misuse in Q3.		
Service Head:	Anthony Maynard	Performance status:	On target



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Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer
Sub-theme: E5 Safeguarding all people from abuse, victimisation, neglect and exploitation

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of adult protection referrals completed where the risk has been managed SCA/019	100.00	98.78	Q2: 98.13 End Of Year: 98.98	Target: 98.00 Result: 100.00	Target: 98.00 Result: 100.00 Calculation: (35÷35) × 100	Target: 98.00	Target: 98.00
Service Head: Neil Edwards			Performance status: On target				



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ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer
Sub-theme: E5 Safeguarding all people from abuse, victimisation, neglect and exploitation

Action	11746	Target date	31/03/2016
Action promised	We will consolidate and develop effective and robust provider performance systems in association with the safeguarding service		
Comment	There is continued evaluation of the department`s provider performance systems to ensure effective communication is taking place. Presently, the Provider Performance Monitoring Protocol is being reviewed. The provider performance monitoring groups for both the Older Person`s Division and the LD/MH divisions are running in order. We have also introduced greater information gathering of the LD/MH services by engaging more actively with Health professionals e.g SALT, PIBS		
Service Head: Neil Edwards		Performance status: On target	
Action	11747	Target date	31/03/2016
Action promised	We will develop criteria for allocating investigations to service providers and care management teams		
Comment	A document was developed and has been circulated to CSSIW for information and approval The adult safeguarding team is implementing the criteria		
Service Head: Neil Edwards		Performance status: On target	
Action	11748	Target date	31/03/2016
Action promised	We will convene a workshop on "Investigations for Investigating officers and Adult Services Managers" to learn lessons and share best practice		
Comment	The departmental restructuring has stalled this development . The intention is to convene a workshop in Quarter 4 based on lessons learned internally and best practice		

Service Head: Neil Edwards

Performance status: On target