



## Scrutiny measures & actions full monitoring report

### Social Care and Health scrutiny - Quarter 1 2018/19



Filtered by:

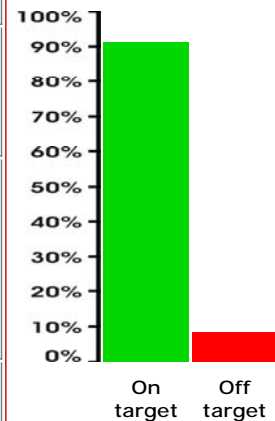
Organisation - Carmarthenshire County Council

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%	75%
	Measures	2	1	1	0	0	0	50%	
9. Support good connections with friends, family and safer communities	Actions	7	7	0	0	N/A	0	100%	100%
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%
14. Promote Welsh Language & Culture	Actions	1	1	0	0	N/A	0	100%	100%
<b>Overall Performance</b>	<b>Actions and Measures</b>	<b>23</b>	<b>21</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91%</b>	

#### Performance against Target



OFF TARGET



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Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later life							
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	Not applicable		Q1: 0.37  End Of Year: 2.50	Target: 0.55  Result: 1.25  Calculation: (24 ÷ 19247) × 1000	Target: 1.11	Target: 1.66	Target: 2.21
Comment	DTC validation is recorded on the 3rd Friday of every month, in recent months we have had a high number of complex patients which have been recorded on the 3rd week. On the weeks either side of the validation process the numbers have been lower and we are fully aware of complexities relating to the patients the number refers to.						
Remedial Action	Managers are working very closely with the commissioning team to ensure timely discharge planning particularly for those patients living in our rural areas with co-morbidities.						
Service Head: Neil Edwards			Performance status: Off 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		Q1: 57.2  End Of Year: 53.8	Target: 58.0  Result: 49.4  Calculation: (191 ÷ 387) × 100	Target: 58.0	Target: 58.0	Target: 58.0
Comment	Staffing issues/absences have occurred during this period resulting in a lower ability to communicate with referral partners and referred individuals to ensure referrals are appropriate and that their consultation is attended. Also, we have increased the range of reasons for referrals (pathways), e.g. pregnant women, which are more complex and can negatively affect people's likelihood of attending.						
Remedial Action	A Casual NERS Instructor Post has been added to the structure and recruitment is underway. This will provide the robustness to support the contracted staffing structure where cover/backfill is required and high quality service can then be maintained.						
Service Head: Ian Jones			Performance status: Off target				☹️

ON TARGET ETC.



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**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

Action	13220	Target date	31/03/2019
Action promised	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.		
Comment	Virtual pooled fund for older people`s care homes placements across West Wales operational from 1 April 2018. Arrangements for physical pooled fund are in train with a target date of 1 April 2019		
Service Head: Martyn Palfreman		Performance status: On target	
Action	13221	Target date	31/03/2019
Action promised	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.		
Comment	Agreement for regional joint committee comprising representatives of Hywel Dda University Health Board and the three local authorities currently being drafted. Aim is for the committee to be operational from late 2018.		
Service Head: Martyn Palfreman		Performance status: On target	



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**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

Action	13222	Target date	31/03/2019
Action promised	We will ensure care and support is provided in a manner that is proportioned to meet and ensure equity of outcomes for our population.		
Comment	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.		
Service Head: Neil Edwards		Performance status: On target	
Action	13223	Target date	31/03/2019
Action promised	We will continue to improve the provision of day opportunities for older people across the County.		
Comment	We currently operate four day centres across the County. Work is currently on-going to determine the options for the future, making sure we are clear on their purpose and the type of services that need to be provided in order that they can be sustained into the future.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13224	Target date	31/03/2019
Action promised	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.		
Comment	We are now continuing to consolidate our in-house domiciliary and residential care provision, making sure we become more efficient and deliver the right type of services. We are investing in a new IT system that will be fully operational early in the New Year.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13225	Target date	31/03/2021
Action promised	We will maintain a strong and sustainable in-house Council provision for domiciliary and residential care.		
Comment	We are now continuing to consolidate our in-house domiciliary and residential care provision, making sure we become more efficient and deliver the right type of services. We are investing in a new IT system that will be fully operational early in the New Year.		
Service Head: Jonathan Morgan		Performance status: On target	



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**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

Action	13226	Target date	31/03/2019
Action promised	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.		
Comment	The HDUHB led Transforming mental health services programme board has now become an implementation group. Four work streams have been established to deliver on the following key areas of work; pathways, workforce, transport and estates. Attendance at the work streams is shared with Ceredigion and Pembrokeshire to ensure Local Authority representation and all levels of the programme. A communication and engagement strategy to which all partners contribute has been developed regarding the implementation phase and newsletters are regularly published. The implementation group has also submitted a number of collaborative bids to Welsh Government in relation to the mental health transformation and innovation fund. These bids include proposals to improve preventive and crisis services which are priorities supported by the public consultation.		
Service Head: Avril Bracey		Performance status: On target	

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

Sub-theme: A. Age Friendly Communities

Action	13233	Target date	31/03/2019
Action promised	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		
Comment	<p>A revision of our Carers Emergency Card scheme has recently been approved and this will offer carers across Carmarthenshire the following advantages:</p> <ul style="list-style-type: none"> <li>• A contingency plan to reassure carers that the person they care for will not be at risk of being left unattended</li> <li>• An ID card that will evidence Registration as a Carer with the Authority.</li> <li>• Membership of the Carmarthenshire Local Rewards Scheme.</li> </ul> <p>We have a Carers Forum in the county for the purpose of co-production.</p>		
Service Head: Chris Harrison		Performance status: On target	



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<b>ACTIONS</b> - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire Sub-theme: B. Dementia Supportive Communities			
Action	13234	Target date	31/03/2019
Action promised	We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County.		
Comment	Much of the recent work of the Dementia Strategy group has been to look at how the Welsh Government Dementia funding will be used. We have looked at National Dementia priorities as part of this and linked them to services here. In addition we are putting together a resource of all dementia services in Carmarthenshire.		
Service Head: Neil Edwards		Performance status: On target	

<b>ACTIONS</b> - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire Sub-theme: E. Loneliness & Isolation			
Action	13240	Target date	31/03/2019
Action promised	We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness.		
Comment	A task and finish group has been set up by CCC health and social care scrutiny committee regarding loneliness and isolation report. The attached report was prepared for this group and an action plan is being drawn up for the work. An event is planned in conjunction with 50+ forum with the aim of looking at solutions to reduce loneliness and rolling out the Carmarthenshire is Kind model across the county.		
Service Head: Neil Edwards		Performance status: On target	

<b>ACTIONS</b> - Theme: 14. Promote Welsh Language & Culture Sub-theme: B. Welsh Language Promotion Strategy			
Action	13283	Target date	31/03/2019
Action promised	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'.		
Comment	Each Community resource Team ensures its compliance with the Social Services and Well-being act 2014 with specific regard to the active offer. A working group runs to monitor the use of the Welsh language within social care services.		
Service Head: Neil Edwards		Performance status: On target	

<b>ACTIONS</b> - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity) Sub-theme: A. Eat and breathe healthily			
Action	13193	Target date	31/03/2021
Action promised	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.		
Comment	Work has begun to analyse the West Wales Population Needs Assessment on a Locality basis as well as making links with other professions (physiotherapy) that will provide relevant data.		
Service Head: Neil Edwards		Performance status: On target	



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**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
<p>The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme</p> <p>PAM/041</p>	Not applicable		<p>Q1: 54.4</p> <p>End Of Year: 45.6</p>	<p>Target: 50.0</p> <p>Result: 60.5</p> <p>Calculation: <math>(98 \div 162) \times 100</math></p>	Target: 50.0	Target: 50.0	Target: 50.0
Comment	16 week completers is considerably above the national average/targets at the end of quarter 1.						
Remedial Action	N/A						
Service Head: Ian Jones			Performance status: On target				

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

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

Action	13199	Target date	31/12/2018
Action promised	We will contribute to health led transformation programmes in mental health and redesign of services within learning disability		
Comment	With regard to Learning Disability services. The Learning Disability programme group (LDPG) has recently met to review the following priorities; access and pathways, an accommodation strategy for the region and the progression of Integrated Care Fund (ICF) projects that support the improvement of Learning Disability services. These priorities reflect the outcomes framework for the Integrated Care Fund and measures in relation to the LDPG will be reported via the framework.		
Service Head: Avril Bracey		Performance status: On target	



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<b>ACTIONS</b> - 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>	<p>From the 1st of May 2018 all referrals for Autism/Disability aged 0-25 are managed through our Children`s Central Referral Team. This has streamlined our process for children and families ensuring that they get the help they need, when they need it.</p> <p>We are developing proposals to bring together our specialist disability services for children and young people into one service for 0-25 year olds. This will prevent children and families being passed between services when they reach adulthood.</p> <p>We have consulted with colleagues in Integrated Services and established a Task and Finish group to extend this work to a `Through Age` model into adulthood and incorporating sensory impairment and physical disability services.</p>		
Service Head: Avril Bracey		Performance status: 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>	An IAA Operational group has been established with clear terms of reference and a membership consisting of the relevant Managers and officers. Its purpose is to provide clear oversight of the IAA service provided by the LATC and will report both to the Director`s Departmental Management Team (DMT) and to the Delta Well Being Governance Board.		
Service Head: Neil Edwards		Performance status: On target	





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<b>ACTIONS</b> - 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>	We have liaised with Richard Palmer and Jodie Phillips from Data Cymru and we are getting all Carmarthenshire County Council data migrated to the system. In addition, we have set up a meeting with Wendy Walters, lead for Communication for Carmarthenshire County Council, so that we can get Dewis more integrated into the core of Carmarthenshire County Council business. We continue to monitor and sign off new areas putting information onto Dewis.		
Service Head: Neil Edwards		Performance status: 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>	<p>A working group has been created and terms of reference have been drafted. The Aims and Objectives are:</p> <ul style="list-style-type: none"> <li>To consolidate and improve the wellbeing of staff and existing support measures.</li> <li>To develop a positive and supportive culture based on principles of empowerment, openness and trust.</li> <li>To consider best practice and/or new models of workforce wellbeing and how these might be implemented.</li> <li>To develop an equitable and fair allocation of work across Integrated Services by analysing performance data and all influencing and relevant factors that affect work priorities and pressures.</li> <li>To test out ways to support and retain staff and, potentially, offer a blueprint for the future.</li> </ul> <p>The Outcomes for the group are:</p> <p>We have a happy and well supported workforce, confident to express themselves and the issues they face knowing they will be listened to and matters resolved as far as practicable.</p>		
Service Head: Neil Edwards		Performance status: On target	



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<b>ACTIONS</b> - 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>We have finalised a structure that has confirmed a full time/permanent Team Manager in post, alongside a consultant social worker and team of social workers.</p> <p>This will allow us to develop a team business plan that continues to provide a social work service to individuals and their families as well as providing advice and assistance to other social care services.</p> <p>Work is underway to develop training specifically at the impact of alcohol on older age groups as well as targeted work with parents who misuse substances.</p>		
Service Head: Avril Bracey		Performance status: 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>	Significant progress is being made in relation to embedding an everybody's business approach to safeguarding. This approach is supported by a regional safeguarding threshold document which was approved at the Regional Safeguarding board meeting in July 2018. Welsh government guidance supports this approach and an awareness raising event will be held during Safeguarding week in November 2018. Safeguarding processes in Carmarthenshire ensure that the service users wishes and feelings are central to any proposed intervention. This is achieved by ensuring a conversation or a visit to the person is undertaken at a very early stage.		
Service Head: Avril Bracey		Performance status: 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>	Reviewing third sector contracts which are commissioned by the Health Board and Council is now part of the Transforming Mental Health and learning disability programmes. The pathways work stream of the Transforming Mental Health programme is defining scheduled and unscheduled pathways of care in accordance with the timeframes in the implementation plan. This includes maximising opportunities for the third sector to deliver aspects of mental health support, social enterprise and co-produce delivery plans. Is it anticipated the first report on this work with the third sector will be completed by November 2018.		
Service Head: Avril Bracey		Performance status: On target	