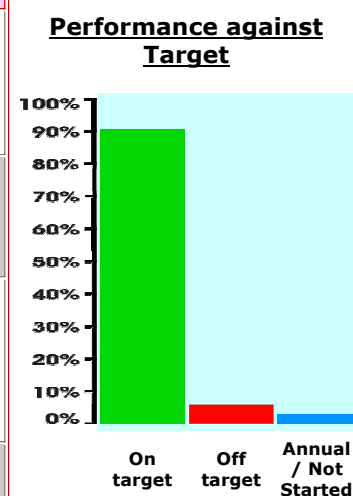




PIMS Quarter 2 2021/22 Performance Report of measures & actions relevant to Social Care and Health Scrutiny

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
WBO7.Help people live healthy lives (Tackling risky behaviour and obesity)	Actions	1	1	0	0	N/A	0	100%	50%
	Measures	3	1	1	0	0	1	33%	
WBO8.Support community cohesion, resilience, and safety	Actions	8	8	0	0	N/A	0	100%	100%
WBO9.Support older people to age well and maintain dignity and independence in their later years	Actions	16	16	0	0	N/A	0	100%	100%
WBO12.Promote Welsh Language & Culture	Actions	1	1	0	0	N/A	0	100%	100%
WBO13.Better Governance and use of Resources	Actions	3	2	1	0	N/A	0	67%	67%
Overall Performance	Actions and Measures	32	29	2	0	0	1	91%	



PIMS Quarter 2 2021/22 Performance Report of measures & actions relevant to Social Care and Health Scrutiny

OFF TARGET

ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services			
Action	15085	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We will work with others to develop and implement the new system- Finance Module for charging. (Social Care)		
Comment	Early engagement with OLM and Social Care finance staff. The delay with eclipse rollout to Oct 2021 has impacted on this work.		
Remedial Action	Revised date will be March 2022		
Service Head: Chris Harrison		Performance status: Off target	

Theme: WBO7.Help people live healthy lives (Tackling risky behaviour and obesity)							
Sub-theme: B - Physical Activity							
Measure Description	2020/21 Comparative Data			2021/22 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		Q2: 0.0 End Of Year: 0.0	Target: 0.0 Result: 0.0	Target: 55.0 Result: 0.0 Calculation: (0÷46) x 100	Target: 55.0	Target: 55.0
Comment	The scheme only restarted the end July, so to date everyone engaged in the project is still within the 16 weeks. Resulting in no referrals completing the scheme to date. The earliest in which a referral could complete NERS is the end of October 2021.						
Remedial Action	Continue to work with referrals to ensure they complete the scheme and remain active long term.						
Service Head: Ian Jones				Performance status: Off target			

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ON TARGET ETC.

ACTIONS - Theme: WBO12.Promote Welsh Language & Culture			
Sub-theme: C - The Welsh Language Promotion Strategy			
Action	14954	Target date	31/03/2022
Action promised	We will further strengthen the provision and use of the Welsh language within social care services, supporting our staff to learn virtually currently, to be able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer'.		
Comment	During Q2, Integrated Services has continued to prioritise a commitment to Welsh Language Training with a number of team members participating in the on line training courses that have commenced this academic year. During early October, the Division is also due to have representation at the Welsh Language Strategic Group Development Session in order to evaluate our current position in regard to the implementation of More than Just Words and to agree next steps.		
Service Head: Alex Williams		Performance status: On target	

ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services			
Action	15087	Target date	31/03/2022
Action promised	We will review our systems and processes to respond to a more digitalised approach to future working practices. (Social Care - Commissioning)		
Comment	Much of the work has been progressed with the introduction of Eclipse and ongoing review of other processes within the whole system.		
Service Head: Chris Harrison		Performance status: On target	

ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B6 - Managing risks, performance and finance			
Action	15086	Target date	31/03/2022
Action promised	We will review and reduce Debt within Social Care charging, and to work with legal to recover outstanding debt.		
Comment	Work is well underway with Legal and the Social Care finance team.		
Service Head: Chris Harrison		Performance status: On target	

Theme: WBO7.Help people live healthy lives (Tackling risky behaviour and obesity)							
Sub-theme: B - Physical Activity							
Measure Description	2020/21 Comparative Data			2021/22 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		Q2: 0.0 End Of Year: 0.0	Target: 50.0 Result: 20.0	Target: 50.0 Result: 52.1 Calculation: (87÷167) x 100	Target: 50.0	Target: 50.0
Comment	Concerns over COVID measures within facilities/sessions have resulted in a lower number of initial consultations that expected. We have contacted all referrals on numerous occasions and many have specifically stated they don't want to engage in the service at this time due to the threat of the 3rd wave of the pandemic.						
Remedial Action	Continue to engage with Health Professionals and referrals to reassure them that leisure facilities/sessions have the necessary COVID measures in place to ensure its a safe environment.						
Service Head: Ian Jones				Performance status: On target			

ACTIONS - Theme: WBO7.Help people live healthy lives (Tackling risky behaviour and obesity)			
Sub-theme: C - Mental Health			
Action	14698	Target date	31/03/2022
Action promised	We will continue to work with partners to transform mental health and learning disability services. We will promote independence , early intervention and prevention and ensure that support and services are accessible		
Comment	The Health Board have decided to pause meetings on the single point of referral due to a recent announcement from Welsh Government about additional funding to extend 111 for mental health. Potentially this could mean our single point of contact intentions are unnecessary and could be stood down as an action at that point. A transportation scheme delivered by St John's to alleviate pressure on mainstream ambulance services and improve conveyance arrangements for people in mental distress is now fully operational and we are making use of the facility.		
Service Head: Avril Bracey		Performance status: On target	

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ACTIONS - Theme: WBO8.Support community cohesion, resilience, and safety			
Sub-theme: A - Develop and implement how we provide information, advice, and assistance.			
Action	14694	Target date	31/03/2022 (original target 31/03/2021)
Action promised	We will develop the Information Advice and Assistance (IAA) service by enhancing the Multi-Disciplinary Team, to ensure that as many individuals as possible are supported to achieve preventative outcomes.		
Comment	Senior Occupational Therapist is making good progress for the service reaching up to 50% pro-active outcome resolving low level Occupational Therapy referrals at Information and Advice. This is having a significant impact on reducing referrals for assessment to the team and consequently reducing overall demand for statutory services. Physiotherapy have commenced a pilot basing themselves in the Multi-disciplinary team 3 days a week for a 4 to 6 month period to understand possible impact of resolving queries at Information and Advice, rather than sending referrals for assessment through to the teams.		
Service Head: Alex Williams		Performance status: On target	
Action	15091	Target date	31/03/2022
Action promised	We shall establish Delta Connect as a primary prevented telecare service within the county. Develop with the health boards intervention with telecare/telehealth		
Comment	The number of Carmarthenshire Connect customers is increasing, allowing residents to benefit not only from regular welfare checks, but the rapid response service in times of crisis at home. The significant impact the service is having has been recognised through a recent Public Sector Transformation Award. Delta is working with the Health Board to develop its overall approach to telehealth with a number of pilots ongoing to support those with chronic health conditions to better manage those conditions at home.		
Service Head: Alex Williams		Performance status: On target	
Action	15101	Target date	31/03/2022
Action promised	We will develop a formal agreement between the Local Authority and Health Board, outlining collective responsibilities whilst agreeing a new staffing structure in Integrated Services to support our approach to develop strong communities, help people help themselves and provide support when is needed.		
Comment	Work has commenced to review the existing Section 33 agreement between the Health Board and the Council. This agreement will be finalised alongside the restructure of Integrated Services.		
Service Head: Alex Williams		Performance status: On target	

ACTIONS - Theme: WBO8.Support community cohesion, resilience, and safety			
Sub-theme: B - Greater community cohesion			
Action	14695	Target date	31/03/2022 (original target 31/03/2021)
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	The dementia action group has now restarted and is chaired by Rhian Dawson. The dementia funding from the Welsh Government is progressing well and we now have a specialist dementia county wide MDT, admiral nurses in each locality and specialist dementia interaction devices 'RITA' in care homes and hospitals across the county. Now that the group has restarted, we are looking at the rest of the projects developing with dementia monies and progressing these, for example dementia navigators. Some local authority day services have restarted 'virtually' and the opportunity to join was offered to those in existing services. In addition, there is now 1 to 1 work going on with people who formerly attended day services in their own homes. The dementia strategy for the Health Board and local authority has been drafted in a piece of work commissioned with Attain. A virtual 'Dementia community coalition' Group has been established which encourages Dementia communities to work together and support other communities to develop. The first meeting was extremely successful and there are plans to expand the number of dementia communities in Carmarthenshire.		
Service Head: Alex Williams		Performance status: On target	
Action	15081	Target date	31/03/2022
Action promised	To support the Learning Disability Strategy we will continue to implement the Accommodation Plan (2019-24), to ensure people have a range of housing options to meet their needs.		
Comment	Local accommodation Plan has been developed which will inform our accommodation needs for the next 4 years. Commissioning are working closely with housing colleagues to develop housing options for individuals.		
Service Head: Chris Harrison		Performance status: On target	
Action	15083	Target date	31/03/2022
Action promised	We shall continue to develop a more strategic approach to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers.		
Comment	Commissioning review under way, new service model has been agreed and project plan outline in place.		
Service Head: Chris Harrison		Performance status: On target	

ACTIONS - Theme: WBO8.Support community cohesion, resilience, and safety			
Sub-theme: C - Impact of COVID-19 on the mental health and well-being of our population & community resilience.			
Action	15078	Target date	31/03/2022
Action promised	We will continue to provide support for the care & support sectors to mitigate Covid risks and ensure robust contingency planning arrangements are in place.		
Comment	The Carers Resilience Project continues to support carers to maintain their wellbeing and to protect caring relationships. The project has offered support around contingency planning and has helped Carers to access important equipment to help manage the risks associated with COVID.		
Service Head: Chris Harrison		Performance status: On target	

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ACTIONS - Theme: WB08.Support community cohesion, resilience, and safety			
Sub-theme: D - Support Safer Communities			
Action	15092	Target date	31/03/2022
Action promised	We shall implment measures to respond to operational and strategic imperetives associated with safeguarding including deprivation of liberty safeguards (DoLs) Liberty Protection Standards (LPS) and violence against women, Domestic Abuse and Sexual Violence Act (VAWDASV)		
Comment	The safeguarding team routinely review practice and procedures to ensure compliance with statutory duties and guidance. Improvements are made where necessary and good practice shared within the tea and regionally. The safeguarding team contribute to the work of the regional Safeguarding board and National improvement groups. Significant work has been undertaken in relation to the implementation of Liberty Protection Safeguards and a detailed implementation plan will be formalised by December 2021		
Service Head: Avril Bracey		Performance status: On target	

ACTIONS - Theme: WB09.Support older people to age well and maintain dignity and independence in their later years			
Sub-theme: A - Improved population health and wellbeing			
Action	14910	Target date	31/03/2022
Action promised	We will take account of and ensure a Carmarthenshire specific response to the pending Welsh Government Strategy for an ageing society: age friendly Wales		
Comment	Carms Ageing Well network progressing well with good working relationships being developed. Regular newsletters being sent to Ageing Well network (every other month). Carms PSB have agreed to work towards becoming a recognised Age Friendly Community (WHO) - Council will lead the application. Working across Council departments to respond to requirements of the WG Strategy going forward.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14952	Target date	31/03/2022
Action promised	We will continue to play an active role in the Regional Partnership Board and work with partners across the wider West Wales Care Partnership to support further integration and transformation of care and support in the County.		
Comment	During Q2 Carmarthenshire County Council has continued to participate fully in the oversight and delivery of the regional programme under the direction of the RPB		
Service Head: Kelvin Barlow		Performance status: On target	

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ACTIONS - Theme: WBO9.Support older people to age well and maintain dignity and independence in their later years			
Sub-theme: B - Better quality and more accessible health and social care services			
Action	13225	Target date	31/03/2022 (original target 31/03/2021)
Action promised	We will maintain a strong and sustainable in-house domiciliary provision for Council and support the commissioning team in developing a new framework including the redevelopment of the reablement services		
Comment	We are working on a robust recruitment and marketing programme to initiate and stimulate growth in service capacity.		
Service Head: Avril Bracey		Performance status: On target	
Action	14703	Target date	31/03/2022
Action promised	We will deliver an investment programme for Care Homes and Sheltered Housing Schemes that meets the future needs of older people in the County.		
Comment	The investment programme to remodel our sheltered schemes has begun and all works are now completed on the Llys yr Ysgol Sheltered Scheme in Saron. Modelling work is ongoing, with defining our future offer for older persons accommodation. We are also currently evaluating the tender for design consultants to develop the 144 assisted living retirement units at Pentre Awel, Llanelli. This is a unique 86 acre development in Carmarthenshire that will combine business, research, academia, health and leisure.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	14953	Target date	31/03/2022
Action promised	We will develop an overall recovery model to redesign support and services during and after the Covid-19 pandemic. This will include how we safely restart day services/develop day opportunities as well as bed-based reablement.		
Comment	The revised model for day services/day opportunities has now been agreed by Communities DMT. The risk assessments for reopening are being finalised and final arrangements being worked through in relation to the buildings, transport arrangements and staffing. Work is ongoing to develop dedicated bed-based reablement beds in Llys Y Bryn and we anticipate that this unit will be open towards the end of October.		
Service Head: Alex Williams		Performance status: On target	
Action	14955	Target date	31/03/2022
Action promised	We shall continue to 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	The Carers Resilience Project continues to support carers to maintain their wellbeing and to protect caring relationships. The project outcomes are being evaluated and will help to inform our work in developing a future support model for 3rd sector and carers service. The development work on Young Carers ID card continues, Young Carers have received continued dedicated support from the In House Young Carers service, Parent Carers of Disabled Children have received regular opportunity to work with CCC to develop ways of working and to have their say on planned developments identifying the need for a Transitional Guide which will be drafted and published later this year.		
Service Head: Chris Harrison		Performance status: On target	
Action	14956	Target date	31/03/2022
Action promised	We will work with partners to ensure that people remain socially connected, particularly through the use of virtual support such as the Connect project, in order to reduce loneliness, tackle inequalities and poverty.		
Comment	The target for CONNECT customers as a region is 5500, presently 62% has been achieved Carmarthenshire target is 2585, 91% has been achieved.		
Service Head: Alex Williams		Performance status: On target	
Action	15079	Target date	31/03/2022
Action promised	The development of Market Stability Reports is a regulatory requirement under the Social Service and Wellbeing (Wales) Act 2014. This involves an assessment of both sufficiency of supply and stability of all regulated services		
Comment	Work is ongoing on a regional level to bring together market stability reports across Care Home OP and Domiciliary Care		
Service Head: Chris Harrison		Performance status: On target	
Action	15080	Target date	31/03/2022
Action promised	We shall implement the review of Social Care Direct Payments, including the decommissioning of contracted service and development of in house service.		
Comment	The Tupe transfer of staff took place 1/4/21. The new service will be considered in line with the commissioning re-structure		
Service Head: Chris Harrison		Performance status: On target	
Action	15082	Target date	31/03/2022
Action promised	Recommissioning of Community Support (Domiciliary Care) –we will re tender domiciliary care to put a new framework contract in place.		
Comment	Tendering exercise complete, evaluation to be completed by 22/10/21. New Framework implementation will be January 2022.		
Service Head: Chris Harrison		Performance status: On target	
Action	15084	Target date	31/03/2022
Action promised	we will ensure an effective and efficient contract management to ensure care & support providers comply with their duty to provide quality, reliable and safe services while securing value for money.		
Comment	Our work continues to ensure quality services. Contract monitoring officers are undertaking proactive monitoring and reactive monitoring and where necessary, performance issues are being address through our provider performance arrangements / protocol.		
Service Head: Chris Harrison		Performance status: On target	

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Action	15088	Target date	31/03/2022
Action promised	We shall review the Transport & Facilities services in-line with the alternative offer for Day Care in Carmarthenshire		
Comment	Review of the transport function is underway, with updated processes. Structure work is ongoing, and planned to be complete within the this financial year.		
Service Head: Chris Harrison		Performance status: On target	
Action	15090	Target date	31/03/2022
Action promised	We will reshape our approach to supporting patients home from hospital in a safe and timely way by making sure that a) the processes are in place to support this and b) we have the mechanisms in place to monitor delays and issues that prevent this from happening.		
Comment	We have made significant progress with this action. We are in the process of creating a Carmarthenshire system flow team who are responsible for ensuring safe discharge to hospital and admission avoidance. We will shortly be appointing to the Senior Manager responsible for this team and have already appointed a Senior Nurse and Social Work Team Manager. We are tracking all patients in hospital who are ready to leave, and work as a multi-disciplinary team to plan for discharge. Any issues preventing discharge are escalated to a twice weekly hospital panel where they are worked through. We will shortly be putting in place a daily panel to support admission avoidance and expedite discharge. Whilst the mechanisms are progressing well to support this action, we are compromised currently by the lack of available care.		
Service Head: Alex Williams		Performance status: On target	
Action	15093	Target date	31/03/2022
Action promised	Adult Social Care will collaborate with colleagues in Commissioning, Housing and the Health Board to develop a range of supported accommodation.		
Comment	This work is ongoing. The Head of Service holds a monthly Programme Board on Accommodation at which key colleagues are represented. There are currently several projects in the process of development/implementation which will enable the Authority to improve accommodation choices for service users known to our Division/Department.		
Service Head: Avril Bracey		Performance status: On target	
Action	15096	Target date	31/03/2022
Action promised	We will ensure we let Care Homes voids as efficiently as possible in a post COVID world.		
Comment	We are supporting Hospital discharges for individuals waiting Package of Care this is to promote flow.		
Service Head: Jonathan Morgan		Performance status: On target	

ACTIONS - Theme: WB09.Support older people to age well and maintain dignity and independence in their later years
Sub-theme: D - A motivated and sustainable health and social care workforce

Action	15089	Target date	31/03/2022
Action promised	We will implement phase 1 and phase 2 of the new structure for Integrated Services.		
Comment	We are in the process of finalising the role profiles and consultation document for Phase 1 of the restructure, with a view to commencing consultation with the Senior Management Team towards the end of this calendar year.		
Service Head: Alex Williams		Performance status: On target	