



Report A

Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 1 2016/17

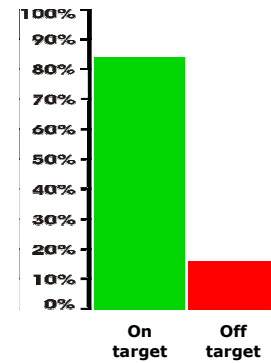


Filtered by:
 Organisation - Carmarthenshire County Council
 Source document - Improvement Plan 2016/17

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	17	16	1	0	N/A	0	94%	86%
	Measures	4	2	2	0	0	0	50%	
E. People who live, work and visit Carmarthenshire are safe and feel safer	Actions	3	3	0	0	N/A	0	100%	75%
	Measures	1	0	1	0	0	0	0%	
Overall Performance	Actions and Measures	25	21	4	0	0	0	84%	

Performance against Target



OFF TARGET



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Theme: C. People in Carmarthenshire are healthier							
Sub-theme: C2 Preventing ill health and encourage healthy living							
Measure Description	2015/16 Comparative Data			2016/17 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 1st session of the programme 3.4.2.6	Not applicable		New measure	Target: 56.0 Result: 52.2 Calculation: (142÷272) × 100	Target: 56.0	Target: 56.0	Target: 56.0
Comment	Central NERS process has changed the way we operate, focus is now on quality rather than quantity						
Remedial Action	Administration review completed and additional administration support sought, along with new working guidelines for staff implemented						
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	12047	Target date	31/03/2017
Action promised	We will develop a commissioning plan for Learning Disability and Mental Health services		
Comment	A scoping document has been developed. Currently consideration is being given to the development of a commissioning document for one or both service user groups. This is also linked to the population needs assessment work that is required to be completed by April 2017		
Remedial Action	The work that will be completed as a priority during 2016 on the population needs assessment will benefit and may lead to the production of a commissioning document for these service user groups		
Service Head: Chris Harrison		Performance status: Off target	



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Theme: C. People in Carmarthenshire are healthier
Sub-theme: C4 Reducing inequities in health

Measure Description	2015/16 Comparative Data			2016/17 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/19	2.44	4.33	Q1: 0.92 End Of Year: 4.69	Target: 1.11 Result: 1.23 Calculation: (23÷18675) × 1000	Target: 2.23	Target: 3.34	Target: 4.51
Comment	We have reviewed our monthly target on our performance following a reduction of 23% from the previous year. Our monthly target for 16/17 is 7 per month. In April we had 10 but for May and June we have been below and on target with 6 and 7 respectively. This is an improvement of 19 on Q4. of 15/16.						
Remedial Action	Team Managers are attending weekly DToC meetings to ensure consistency in reporting and if a patient is on the DToC list for a second week an escalation process is in place to the Head of Service. We have however identified areas of improvement in relation to our DToC review and validation processes which will now include our colleagues in Mental Health and Learning Disabilities and the Health Board.						
Service Head: Rhian Dawson	Performance status: Off 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	2015/16 Comparative Data			2016/17 Target and Results				
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year	
The percentage of adult protection enquiries completed within 7 days SCA/18	Not applicable		New measure	Target: 75.00 Result: 73.00 Calculation: (146÷200) × 100	Target: 75.00	Target: 75.00	Target: 75.00	
Comment	The introduction of part 7 of the Social Services and Wellbeing Act in April 2016 has had a significant impact on the way in which local authorities are required to respond to allegations of neglect and abuse. The revised definition of a vulnerable adult to one of an adult at risk has resulted in an increase in the number of reports requiring further information gathering. In the 1st quarter 85% of allegations received required enquiries to be undertaken compared to 35% of the concerns received in the same quarter 2015-16. Although the measure is off target by a marginal amount we have identified that in a small number of cases, the information required to complete the enquiry has not been available within the agreed timescales. We are working with our partner agencies to see whether this can be addressed within available resources.							
Remedial Action	See above comment							
Service Head: Mark Evans				Performance status: Off target				

ON TARGET ETC.



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Theme: C. People in Carmarthenshire are healthier							
Sub-theme: C2 Preventing ill health and encourage healthy living							
Measure Description	2015/16 Comparative Data			2016/17 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		Q1: 257 End Of Year: 1129	Target: 252 Result: 272	Target: 504	Target: 756	Target: 1008
Comment	TARGET ATTAINED						
Remedial Action	n/a						
Service Head: Ian Jones			Performance status: On target				
Measure Description	2015/16 Comparative Data			2016/17 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 3.4.2.7	Not applicable		New measure	Target: 49.6 Result: 58.5 Calculation: (83 ÷ 142) × 100	Target: 49.6	Target: 49.6	Target: 50.0
Comment	Achieved						
Remedial Action	N/A						
Service Head: Ian Jones			Performance status: On 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	12048	Target date	31/03/2017
Action promised	We will review how we meet the needs of young adults who are physically disabled as part of transitional arrangements.		
Comment	This year we have met with colleagues from the Adult Community Resource Teams who lead on Physical Disability & Sensory Impairment in Younger Adults. We are having a further meeting in September including colleagues from Education with responsibility for Sensory Impairment to develop clear care pathway for disabled young people.		
Service Head: Avril Bracey		Performance status: On target	
Action	12049	Target date	31/03/2017
Action promised	We will develop an Information Strategy for Deprivation of Liberty Safeguards to ensure that we meet the needs of staff and the public.		
Comment	Basic information guide has been developed for and supplied to Care Homes for sharing with members of the public. Staff are regularly appraised of developments via practice forums. By March 2017 we will review and update Justasc and Corporate website		
Service Head: Avril Bracey		Performance status: On target	



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ACTIONS - Theme: C. People in Carmarthenshire are healthier		
Sub-theme: C4 Reducing inequities in health		
Action	12050	Target date 31/03/2017
Action promised	We will develop a robust and efficient Information Advice & Assistance service	
Comment	Significant activity has taken place to progress this action, this has included a gap analysis in relation to the requirements of the Act along with the training needs of the Careline staff. Focus groups have been held with some Senior Management teams with more to be held over the coming weeks. Observations of "the front door" within Safeguarding, Mental Health and Children's service (Duty and FIS) have all taken place to understand the gaps that will need to be filled. Several Careline staff have been enrolled on the IAG level 4 qualification to allow them to be compliant with the act as a first point of contact service by March 2017. A PID is being developed and is due for consultation / agreement in July.	
Service Head:	Rhian Dawson	Performance status: On target
Action	12051	Target date 31/03/2017
Action promised	We will manage the risks associated with outstanding reviews and Deprivation of Liberty Safeguards applications	
Comment	Outstanding Reviews are already RAG rated according to risk and other priority criteria. Corporate funding for 2 temporary dedicated assessors has been approved and interviews should be held mid Summer	
Service Head:	Avril Bracey	Performance status: On target
Action	12052	Target date 31/03/2017
Action promised	We will conduct a population assessment at locality level to inform population needs assessment and service planning in line with the new SSWB W Act	
Comment	The locality population assessments are part of the wider duty on local authority to provide a population assessment of needs. This is being delivered on a regional basis and a schedule for delivery implemented. I have attend the planning group and the first data analysis report has a deadline of the first week in August. This deadline will be achieved.	
Service Head:	Rhian Dawson	Performance status: On target
Action	12053	Target date 31/03/2017
Action promised	We will modernise our workforce to support implementation of the duties under the Social Services Well-Being Act and the objectives outlined in 'Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade' and the Health Board's Integrated Medium Term Plan.	
Comment	Q1 has involved taking stock of current performance and service structure to progress improvement. A proposal for realignment of community integrated services has been approved at both DMT (CCC) and CMT (Hywel Dda) and we are now entering staff engagement / consultation phase	
Service Head:	Rhian Dawson	Performance status: On target
Action	12054	Target date 31/03/2017
Action promised	We will take forward the Delivery Plan for Ageing Well in Wales and ensure we link to other Council plans and with other relevant partners.	
Comment	The delivery plan is being updated with actions for 2017-18. A meeting has been held with PSB partners in relation to taking forward ageing well work.	
Service Head:	Wendy S Walters	Performance status: On target
Action	12055	Target date 31/03/2017
Action promised	We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of their population	
Comment	A wide scale asset mapping exercise had been conducted across the county to ensure that the community has assets and resources available to support health and wellbeing. This is part of the wider agenda for community resilience and preventative services. Asset mapping of community resources has been conducted across Carmarthenshire, including third sector provision, community resources and groups. This work has been supported by ICF funding where CAVS has populated an on-line directory of these assets called info-engine. Asset mapping has been prioritised in the 3Ts area to mitigate the risk of the vacant post.	
Service Head:	Rhian Dawson	Performance status: On target
Action	12056	Target date 31/03/2017
Action promised	We will effectively commission short term assessment and interventions to maximise independence and wellbeing outcomes for our population	
Comment	A commissioning specification has been prepared for Reablement, Rapid Response and Through the Night services. A vision for short term assessment and intervention services is being developed currently.	
Service Head:	Rhian Dawson	Performance status: On target
Action	12057	Target date 31/03/2017
Action promised	We will implement actions within the Carmarthenshire Dementia Action Board plan across health and social areas in Carmarthenshire	
Comment	CDAB held an event in June to review its progress and ensure that it is fit for purpose going forward. The backdrop to this a guidance document entitled 'More than just memory loss' which outlined good practice in dementia care and services. Regional feedback was given on this document with HDUHB. A dementia strategy is now being devised, led by the health board with support from LA and other partners. The board is reviewing actions and documentation to ensure it fits in with national guidelines and regional implementation.	
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		Target date	
	12061		31/03/2017
Action promised	We will promote the Welsh language and ensure compliance with the 'Active Offer' across all service areas		
Comment	Social Care Welsh Language Strategy Group now chaired by Rhian Dawson (Head of Integrated Services). Terms of reference reviewed in relation to ensuring all appropriate stakeholders are represented Strategy outlines our commitment to ensure that the Welsh language is mainstreamed into all aspects of day to day business of NHS Wales, social services and social care. There are 7 key objectives to deliver this and which are reported against in the Strategy Group and within an annual report submitted to Welsh Government (next due September 20th). Performance measures have been agreed to monitor our performance in this area		
Service Head: Rhian Dawson		Performance status: On target	
Action		Target date	
	12062		31/03/2017
Action promised	We will develop a multi agency transition strategy and implement in partnership with disabled young people and their families		
Comment	We will be reviewing the eligibility criteria for the Transition team following the review of our Children's Disability service which is currently underway and a draft report due in September 2016.		
Service Head: Stefan Smith		Performance status: On target	
Action		Target date	
	12063		31/03/2017
Action promised	We will ensure that disabled children and young people are supported to access work, education, training and leisure opportunities.		
Comment	We are in the process of recruiting to specific posts as part of the Cynnydd programme. This is a European funded grant focussing on NEET prevention. This is being led by our Senior Manager for Community Inclusion. The 3 posts will have a specific role with disabled young people to support them into employment education and training. We are also working with colleagues in the Youth Service, Team Around the Family & the Communities Department to ensure that disabled children and young people have equal access to our services.		
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	12066	Target date 31/03/2017
Action promised	We will evaluate and implement options to integrate Substance Misuse Team & Integrated Family Support Team	
Comment	We continue to work in partnership with IFST. We will develop, evaluate and implement options to integrate Integrated Family Support Team (IFST) with our Substance Misuse Team within the year.	
Service Head: Stefan Smith		Performance status: On target
Action	12067	Target date 31/03/2017
Action promised	We will review the transition arrangements for young people with substance misuse problems to ensure there is a seamless pathway as they move from children to adult services.	
Comment	Our Consultant Social Worker will undertake an audit of cases aged 18-21 open to adult substance misuse service to evaluate the effectiveness of their transition between services.	
Service Head: Stefan Smith		Performance status: On target
Action	12068	Target date 31/03/2017
Action promised	We will review the impact of substance use upon adults with mental health problems. This includes older people and those with Alcohol Related Brain Damage (ARBD)	
Comment	We will establish a Task and Finish Group from social care staff across our CRTs, Mental Health Teams and Substance Misuse Teams to review the impact of drug and alcohol use upon people with mental ill health. This will include a consideration of the regional work undertaken by the Area Planning Board in respect of ARBD (Alcohol Related Brain Damage)	
Service Head: Avril Bracey		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	12147	Target date	31/03/2017
Action promised	We shall embed a quality assurance system within safeguarding, assessment and care management teams		
Comment	The department already have a performance management framework which steers our Business priorities. We will look to compliment this in 2016/17 with a programme of practice audit.		
Service Head: Avril Bracey	Performance status: On target		
Action	12148	Target date	31/03/2017
Action promised	We shall establish regular forums for Investigating officers and Adult Services Managers to learn lessons and share best practice		
Comment	The Division has held one "Learning the Lessons" event this calendar year as part of an Adult Practice Review. A further case has been submitted for consideration by the APR subgroup. Following the implementation of regional arrangements for safeguarding an operational group has been established. This may need to be supplemented by a practitioners forum.		
Service Head: Avril Bracey	Performance status: On target		
Action	12149	Target date	31/03/2017
Action promised	We shall undertake a review of existing processes to ensure they are streamlined effectively		
Comment	Following the implementation of the SS&WB Act on 6th April this year, a review of processes has been undertaken and is on-going including the agreement of threshold decisions across the region.		
Service Head: Avril Bracey	Performance status: On target		