

- Adult Social Care Pathway - Update

- 30/01/2018

# Where we are

- Phase 2 of the pathway project now closed
  - Redesigned ASC “front door” – community / hospital responses
  - Redesigned information, advice and signposting “touch points”
  - Redesigned ASC “urgent care” pathway
  - Created the Home First service
  - Redesigned Hospital Liaison Services
  - Redefined the short-term and long-term care pathways
  - Retrained entire social care workforce in Strengths Based practice
  - Developed the model of community brokers
  - Increased focus on support for services personnel and their families
  - Culture change programme

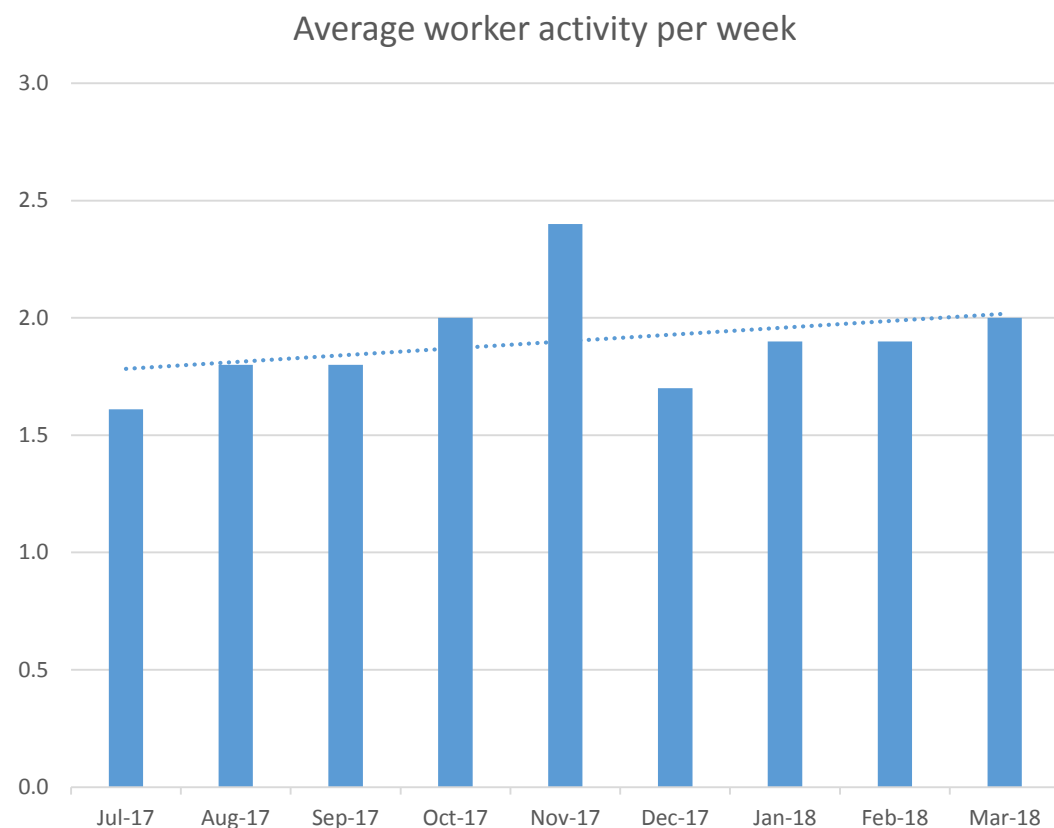
# ART – ASC “front door”

- Greater proportion of calls answered by the service - 300%
- Continuing reduction in call numbers – approx. 15%
- Continuing reduction voice mails left – approx. 50%
  
- 4173 contacts made via the new Strengths Based route
  - 60% offered IAS only
  - 40% offered “additional support”

# Operational Pathway Throughput

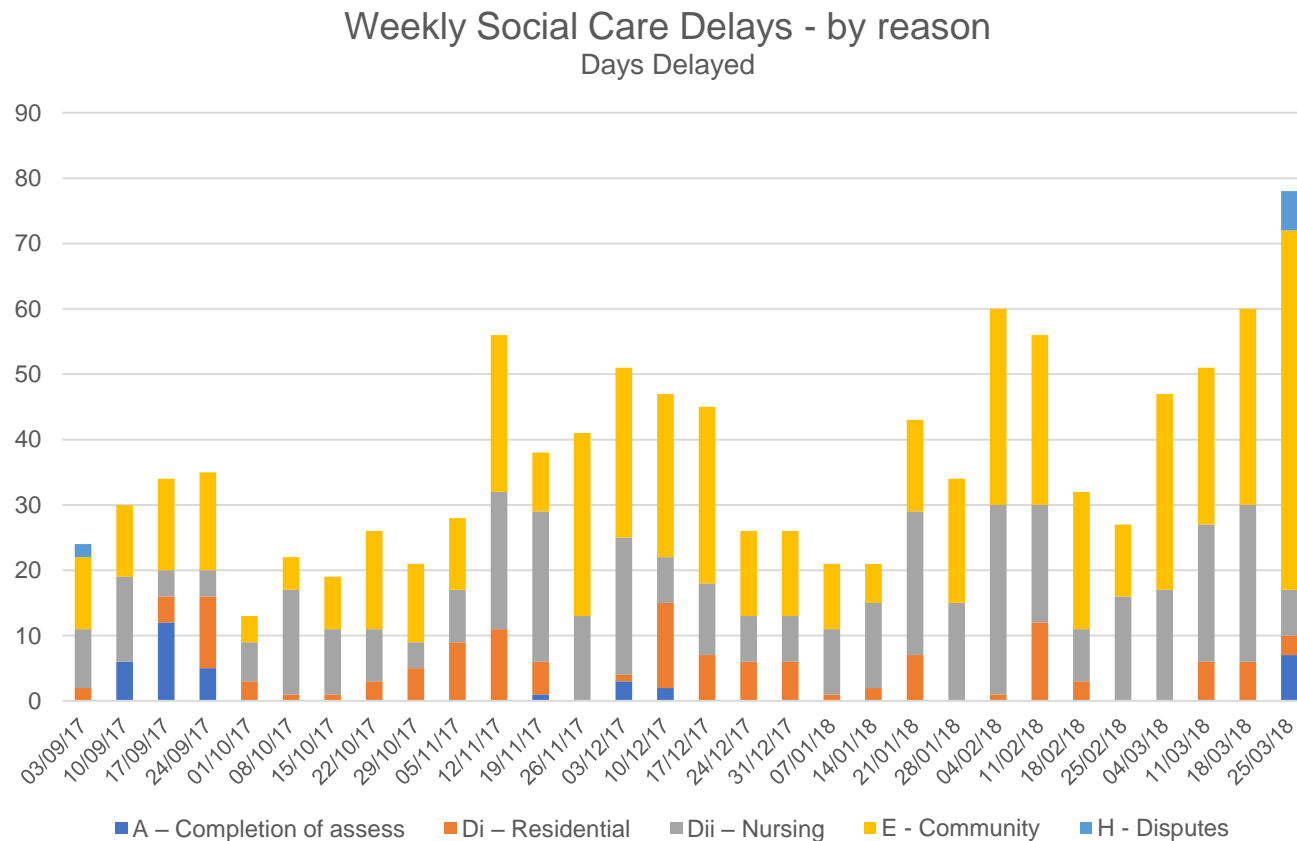
- Increased focus on support for services personnel and their families
  - 709 service personnel (or family of personnel) since September 2017
- 1176 Strengths Based Assessments have been completed by operational teams
  - 76% of these have progressed to a care plan
  - 24% are discharged with no ongoing support
- 862 Strengths Based Care Plans have been completed by operational teams
  - 74% of Service plans completed are on or under RAS
- No waiting lists for case allocation in localities
- ART to locality booking system now in place across all localities
- Talk Community “soft” roll out in February
- Community Broker “touch points” system wide

# Operational Team Activity



- Clear improvement during the year in worker activity
- Dip in December due to seasonal leave
- Regular monitoring in order to drive up performance; meeting front door demands as well as review requirements

# Weekly DTOC Reasons

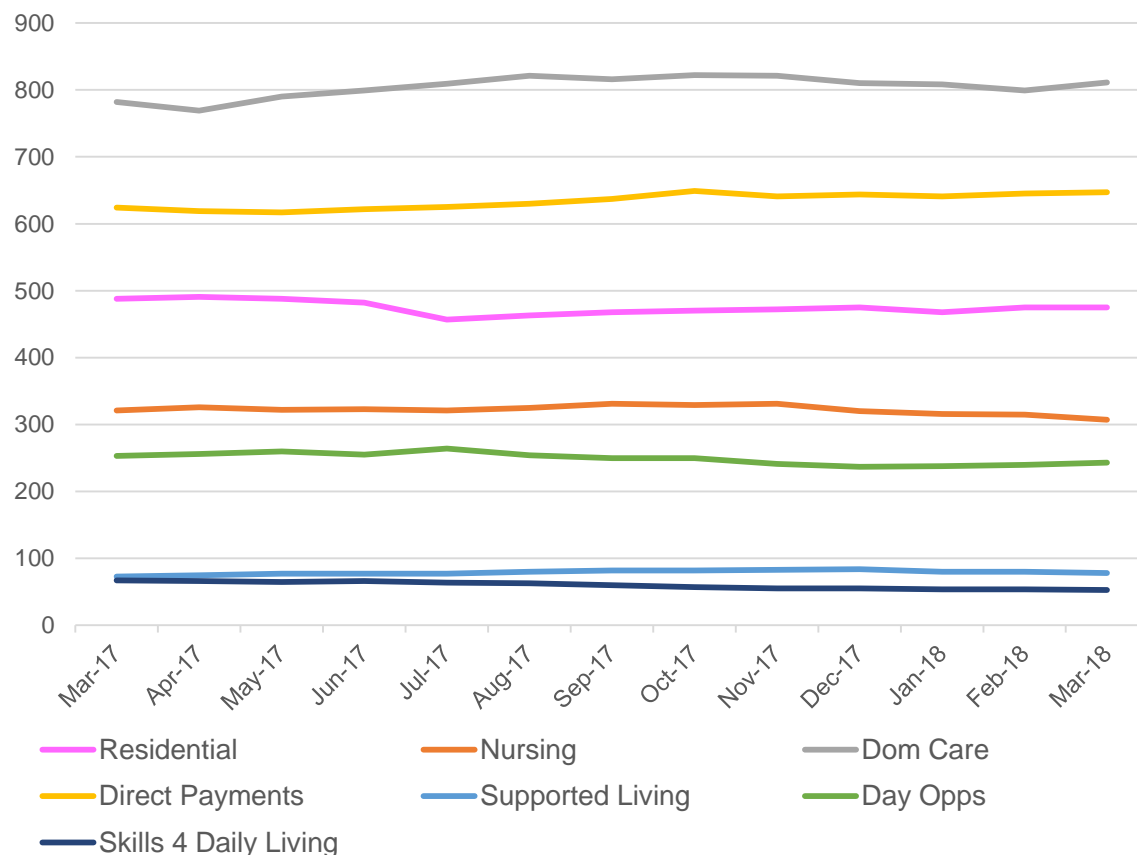


- The main issue for Herefordshire continues to be finding providers of residential and nursing care and also capacity within community based services
- In recent weeks, there have been increasing numbers of delays

# Homefirst Development

- Homefirst was implemented in November 2017
  - “merging” and expansion of Rapid Response Service (Herefordshire Council) and Reablement Services (previously provided by Herefordshire Housing)
  - Homefirst service is an “in house” service provided by Herefordshire Council
  - Review of service performance advanced by 2 months
- Development Challenges
    - Culture
    - Remodelling
    - Recruitment
    - Workforce development
    - Regulatory compliance
    - IT systems

# What our Service User numbers are telling us



- During the year, we have seen a reduction of placements to residential and nursing care compared to the previous year
- This has resulted in a net reduction in the numbers of people supported in residential care and nursing care, and increase in the number of people getting dom care and DP's – this is indicative of a less risk-averse workforce, seeking to keep people in their own homes as long as possible
- A reduction in the number of people receiving skills for daily living and day opportunities is indicative that the community broker model is starting to have an impact and finding alternative means of provision



# Staffing Improvements

- Steady, but sustainable reduction in the directorate's sickness.
- April - August, sickness was consistently at 5% and above
- September onwards sickness has constantly been below 4%
- Results from the staff survey, indicate a significant improvement in results compared to the last survey; particularly relevant are the following;

	Council	AWB Directorate	AWB Operations	AWB directorate '15
1. I have received sufficient training and development for me to be able to do my work.	72%	64%	82%	59%
2. I feel my views on changes affecting my area of work are valued.	57%	60%	70%	52%
6. The council has a clear sense of direction.	41%	51%	61%	32%
7. Looking ahead at the next year or so, I think the Council will be better	15%	29%	45%	17%
12. I would recommend the council as a place to work.	57%	63%	77%	50%
19. I speak highly of the services we provide to people outside of the council.	70%	75%	88%	63%
20. In my department, team meetings/briefings are generally informative and useful.	77%	80%	91%	76%
23. The council has had to respond to significant financial pressures and the need to transform services. I am kept informed of the resulting changes.	57%	67%	75%	60%
24. The council treats customers/clients/service users equally and fairly.	65%	73%	76%	55%

# Negative trends...

- The following are negative trends at a directorate level (Ops current position)
  - 3) My manager motivates me – 71% to 70% (Ops 75%)
  - 5) Monthly supervisions – 63% to 62% (Ops 69%)
  - 25) I sometimes feel bullied by
    - Managers – 9% to 12% (Ops 12%)
    - Other colleagues in the council – 6% to 8% (Ops 3%)
    - Customers/clients – 17% to 21% (Ops 25%)
  - 26) Employees are treated equally and fairly whatever their
    - Religion – 83% to 82% (Ops 84%)
    - Race – 83% to 80% (Ops 78%)

# Next Steps

- SAS team to continue to develop service quality and new ways of working. They will focus on number of cohorts starting with
  - Direct Payment
  - Skills for Daily Living
  - Dom Care clients receiving less than 10 hours
- Homefirst development plan will be implemented over the next 6 months
- Develop workforce training plan
- Integrated community service development around Leominster GPs
- More effective integrated discharge service development