

Long term admissions into residential and nursing care (see also pages 7-8)

The number of long-term admissions to residential or nursing care per 100,000 over 65s

Target: 560.00 M6 performance: 602.90 **RED**

What happened:

The number of people we placed in care homes increased during this quarter

- This quarter (April to June) was the first to be severely impacted by the Covid-19 pandemic. The increase came from hospital discharges and was probably unavoidable due to the circumstances of the pandemic response.
- There was a big increase in April (146 placements vs. the normal 80-100).
- Numbers dropped in May and June but were still higher than normal.
- As part of the pandemic response, care home placements were being used to free up hospital capacity
- High numbers of older people were being admitted to hospital with a severe illness

What were the challenges:

What we are doing:

- We follow a home-first policy and support people to remain at home whenever possible
- We have moved to a "discharge to assess" model for hospital discharges, where our assessment takes place in the community with the aim of supporting people to remain independent
- We have adopted a "three conversations" model of assessment in the community, where social workers focus on connecting people with their communities as a source of support.

Clients reviewed in the last 12 months (see also page 6)

The proportion of clients receiving a long-term service who have been reviewed, reassessed or assessed in the last 12 months

Target: 85.0% M6 performance: 73.6% **RED**

What happened:

- Our performance has remained stable since last month, and risen over the quarter.
- We have had to redirect our social workers to support our response to the Covid-19 outbreak, which reduced the number of staff available to complete reviews.

What we are doing:

- Management team have implemented a monthly performance board to monitor review activity.
- The operational teams are working with colleagues to ensure Carefirst captures the review activity
- Activity is to be monitored and considered at a team level.

Direct Payments

(see also pages 11 and 12)

The proportion of eligible clients in receipt of a Direct Payment

Target: 35.0% M6 performance: 37.5% **Green**

What happened:

- Uptake has been stable this month, but climbed over the quarter.
- Citizen's take-up of direct payments has slowed due to the pandemic, as anticipated.

What we are doing:

- Our workers will still encourage people to consider Direct Payments.
- We will continue to train new workers in Direct Payments using online training tools.
- The Direct Payment Challenge Group is looking at innovative ways to increase the uptake of direct payments.

Shared Lives

(see also page 14)

The number of people who have shared lives

Target: 140 M6 performance: 101 **RED**

What happened:

Take-up dropped slightly this month, but has increased since last quarter

What we are doing:

- We are sharing success stories with the wider directorate to encourage referrals
- We are developing a pathway into Shared Lives for hospital discharges
- Due to the Covid-19 pandemic, we are not able to offer the same level of service, and will focus maintaining our existing placements, by supporting with carers' moral and PPE needs, and dealing with any placement breakdowns.
- We are using the available technology to avoid "in person" contact where possible
- We are offering daily check-in calls to our carers, and supporting them with PPE requirements and moral
- Directorate management has approved further one-off payments to support carers through additional pressures.

Early Intervention

(placeholder - measure under development)

Target: - M6 performance: -

What happened:

What we are doing: