

## Long term admissions into residential and nursing care (see also pages 6-7)

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

Target: 560.00      M9 performance: 612.30      **RED**

### **What happened:**

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

- This measure reports a rolling 12 months, so was still impacted by the large increase in April due to the pandemic
- While admissions have dropped from the peak in April, we still saw higher-than-usual numbers this quarter, trending towards normal at the end
- This increase was likely unavoidable due to the pandemic, as care home admissions were being used to free hospital capacity, and there were high numbers of older people 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 10)

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

Target: 85.0%      M9 performance: 75.6%      **RED**

### **What happened:**

- Our performance has improved 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 3 and 4)

The proportion of eligible clients in receipt of a Direct Payment

Target: 35.0% M9 performance: 38.0% **Green**

### What happened:

- Uptake has been increased slightly 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 9)

The number of people who have shared lives

Target: 140 M9 performance: 101 **RED**

### What happened:

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

### What we are doing:

- We are sharing success stories with the wider directorate to encourage referrals
- 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
- We are supporting our carers with weekly welfare calls and virtual meetings
- We have worked in partnership with various groups to raise the profile of our carers and ensure they are prioritised for Covid-19 vaccinations.

## Early Intervention

(placeholder - measure under development)

Target: - M9 performance: -

### What happened:

### What we are doing: