



Health and ASC Scrutiny

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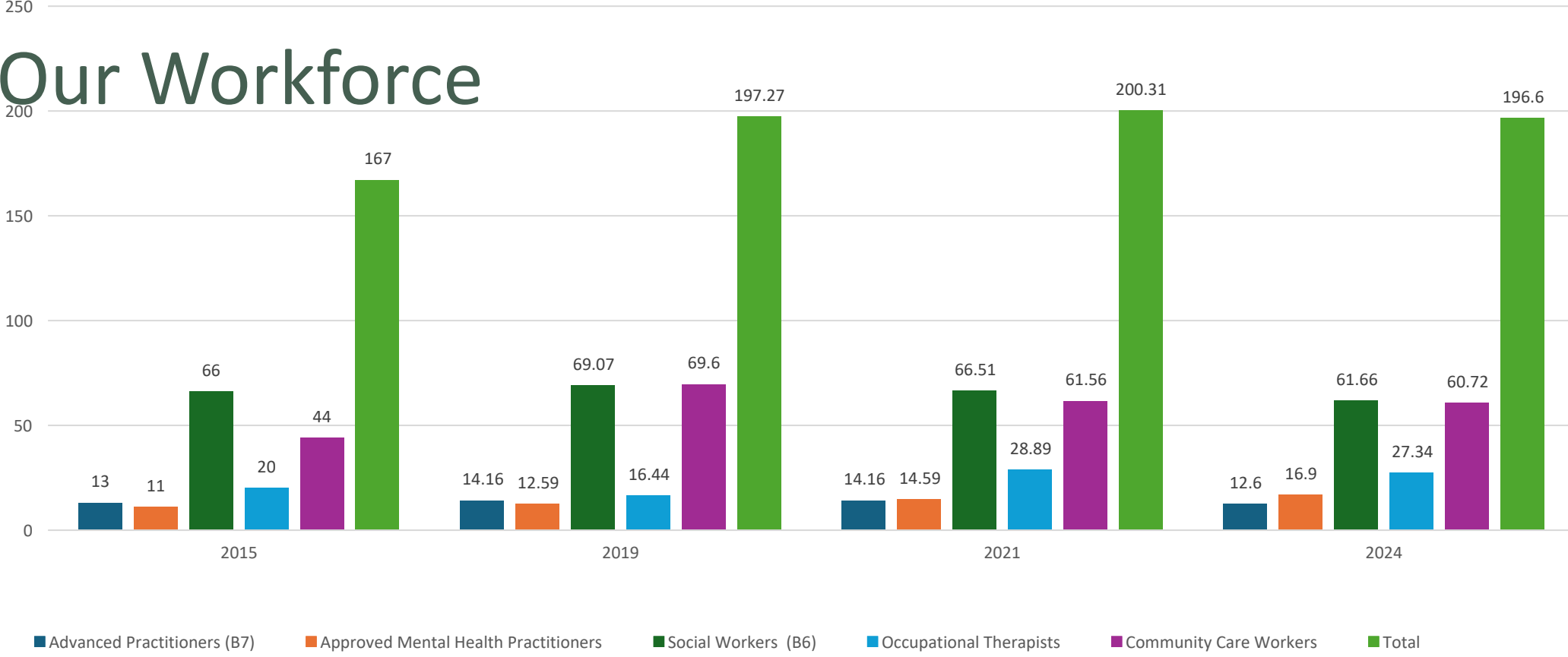


Overview

- Workforce and Structure
- The Model
- Waiting Times and Changing Patterns of Demand
- Mental Health
- Urgent and Intermediate Care Teams – admission avoidance and swift discharge

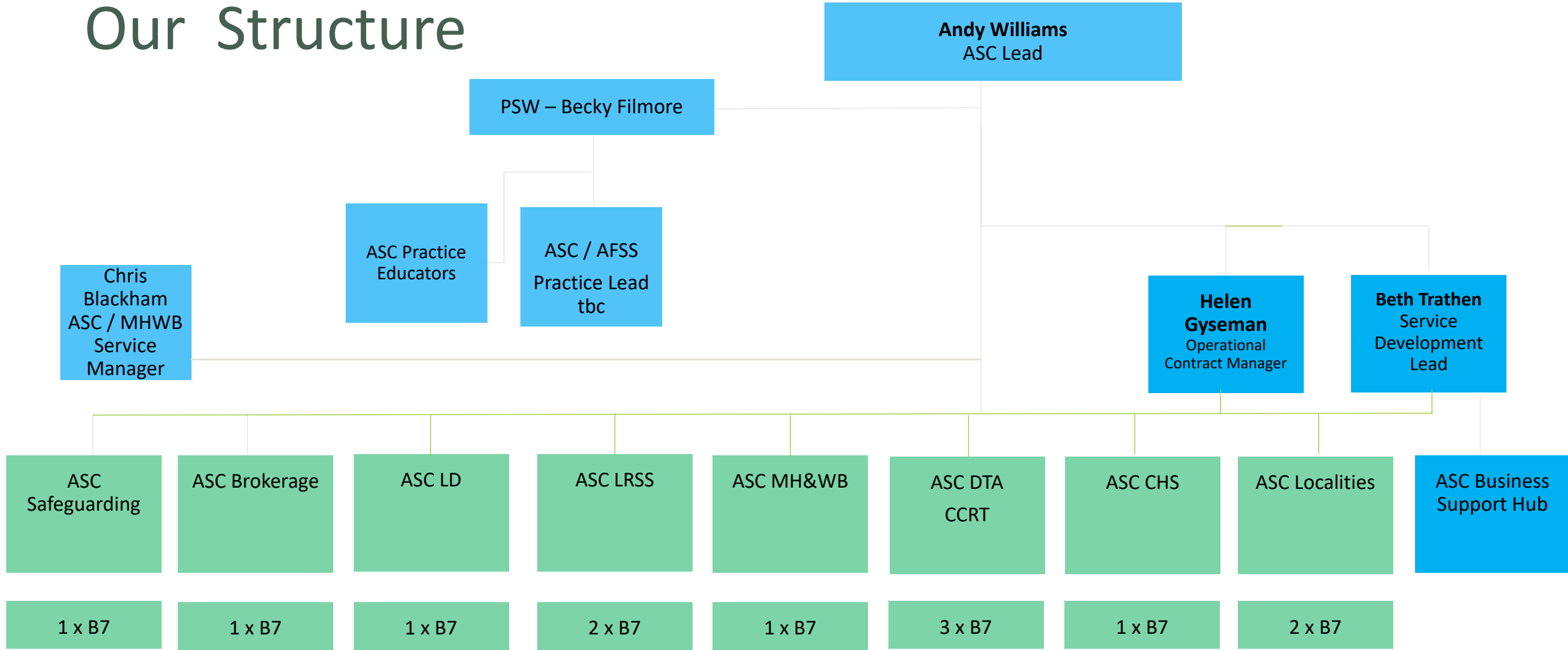


Our Workforce



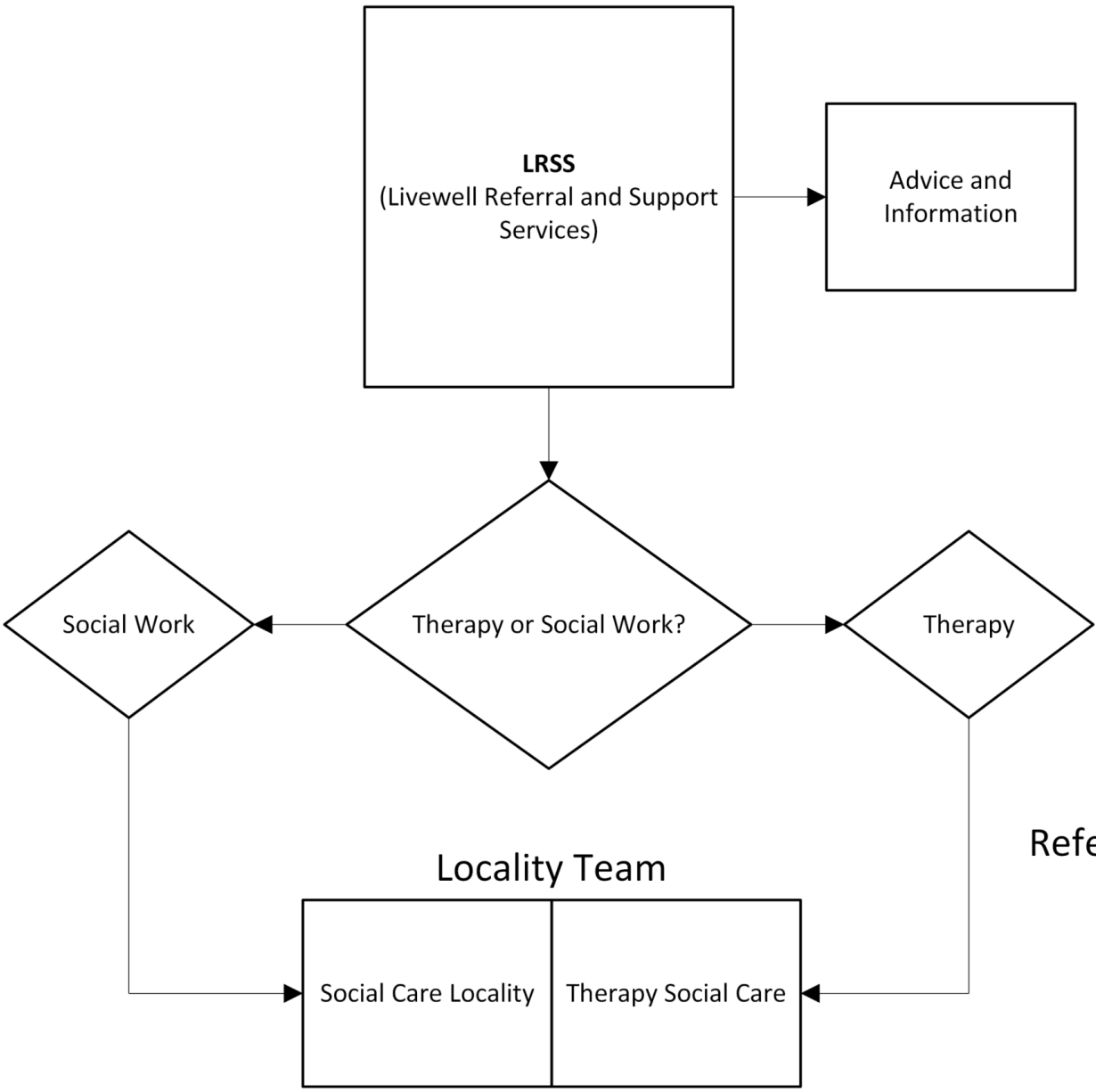


Our Structure





The Model



Referrals are given a priority rating based on risk (RAG)



Waiting Times

45.80% reduction in unallocated assessments since

April '24.

Apr - 917

Nov - 497

17.83% reduction in overdue reviews since April '24.

Apr 24 – 3639

Nov 24 - 2990

Significant improvement work has been taking place between Livewell and Plymouth City Council to reduce the number of overdue reviews and outstanding assessment requests.

This is a combination of data cleansing work and improved productivity for reviews



Waiting Times

Care Act Assessments

Longest open (allocated) - 507 days, created 10/07/2023

Longest open (unallocated) - 503 days, created 14/07/2023

Adults: Legacy Review

longest open and unallocated is 433 days created 22/09/2023

Adults: Review

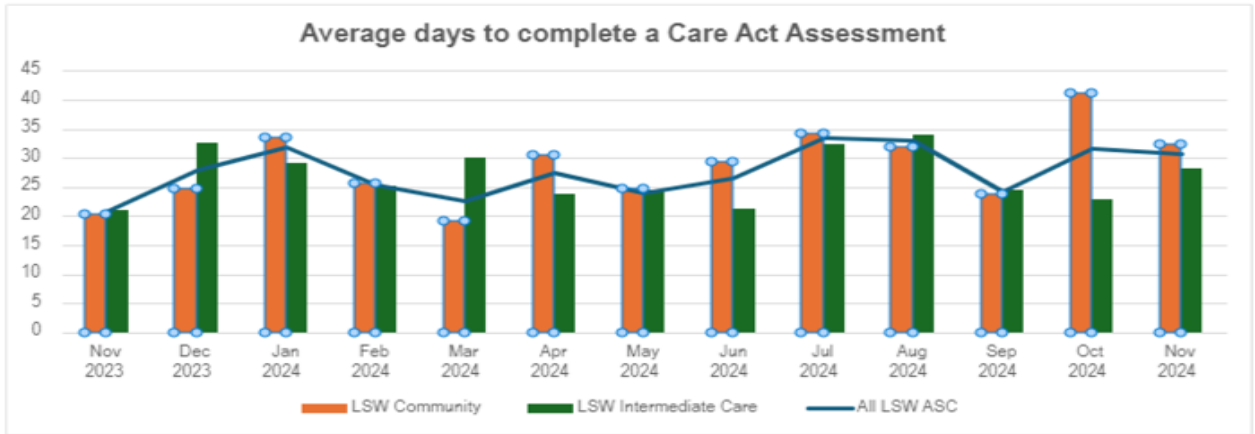
longest unallocated is: 506 days, created 11/07/2023

Despite these improvements, there are still assessment and review requests outstanding – the figures show the longest waiting to date



Waiting Times

Assessment Completion Timescales



	Nov 2023	Nov 2024
All LSW ASC	20.7	30.7
LSW Community	20.4	32.4
LSW Intermediate Care	21	28.2

There is no set time frame for a Care Act assessment, but it should be completed in a reasonable time. In the last national survey in 2021 7,000 people were found to be waiting more than six months for a social care assessment.

Based upon national averages we are reporting 30.7 days to complete the assessment once allocated.



Waiting Well

ASC Waiting Well Policy

We are in the process of implementing our Adult Social Care Waiting Well Policy. This sets out how we remain engaged in and support people on our waiting lists. It includes assessment of risks, escalations and keeping in contact with those waiting for Adult Social Care assessments and support. This is through a mix of letters, automated e-mails and texts. Our aspiration is to establish and maintain contact on a regular basis –

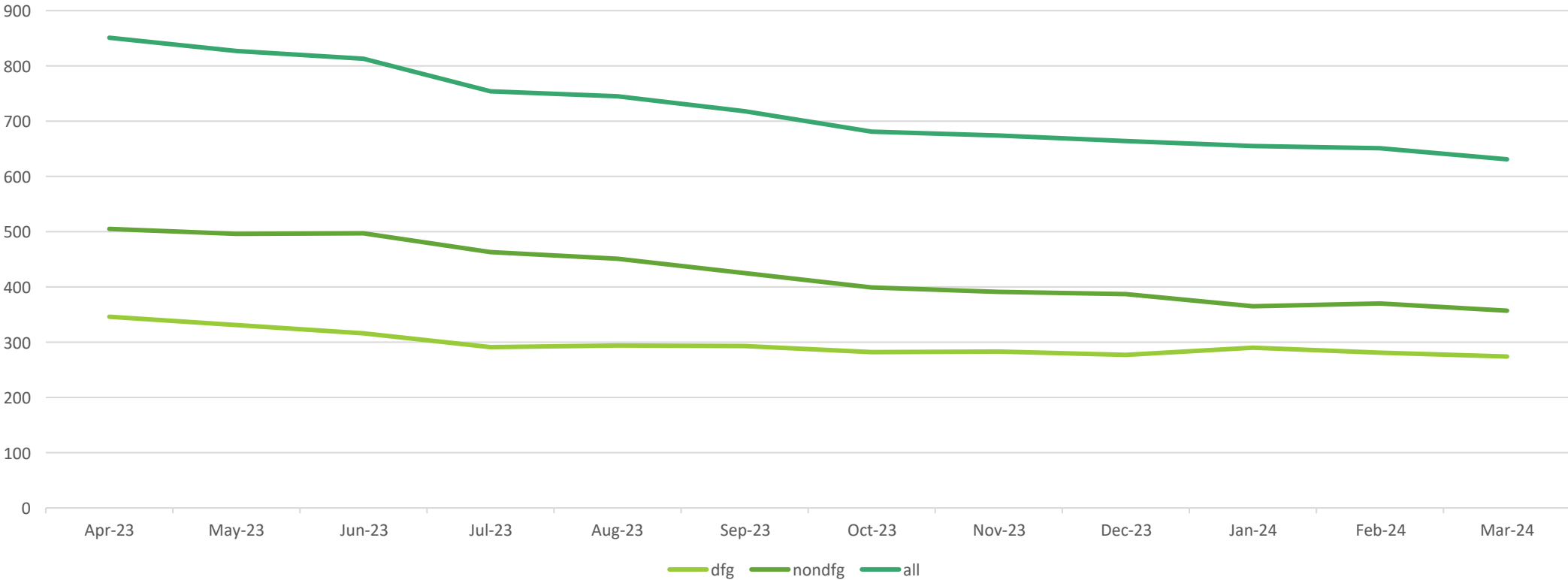
- 12 weeks for overdue Assessments.
- 24 weeks for overdue Reviews.

We are working with PCC transformation team and our own Business Intelligence team to roll this out and establish reporting functions to monitor and review this.



Waiting Lists – Occupational Therapy

Number Waiting at month end

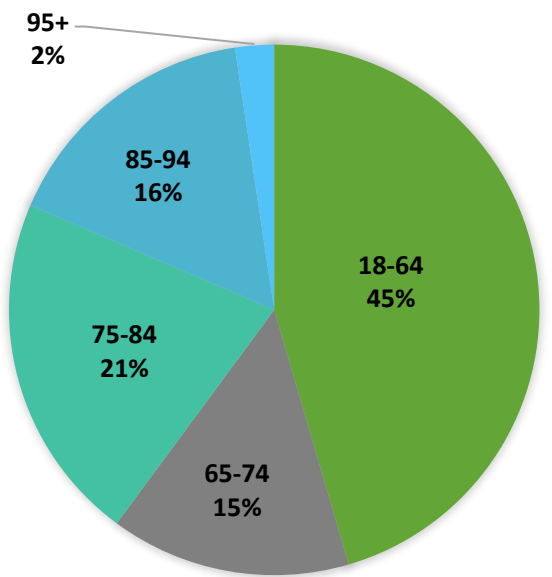




Changing Patterns of Demand

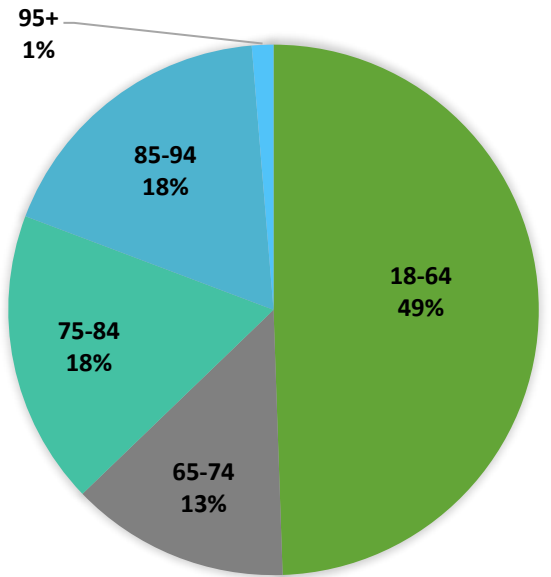
NOV '23

ALLOCATED & UNALLOCATED (30/11/2023)



NOV '24

Allocated & Unallocated (26/11/2024)



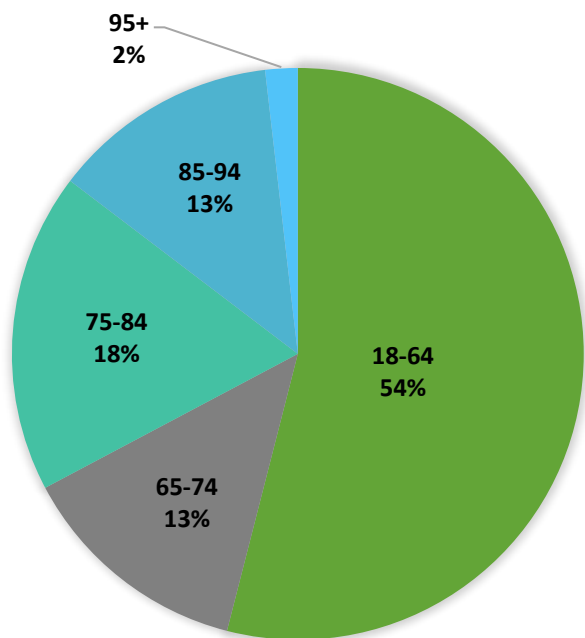
A steady increase in the number of working age adults approaching for support



Changing Patterns of Demand– Service Provision

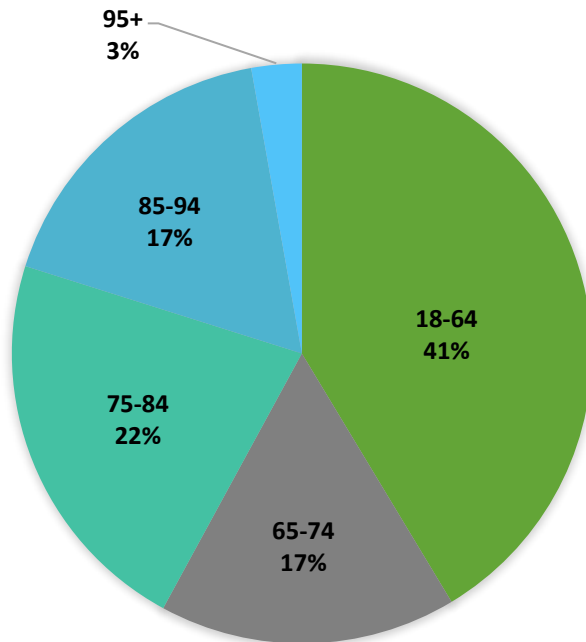
NOV – '23

ALLOCATED & UNALLOCATED (30/11/2023)



NOV – '24

ALLOCATED & UNALLOCATED (26/11/2024)

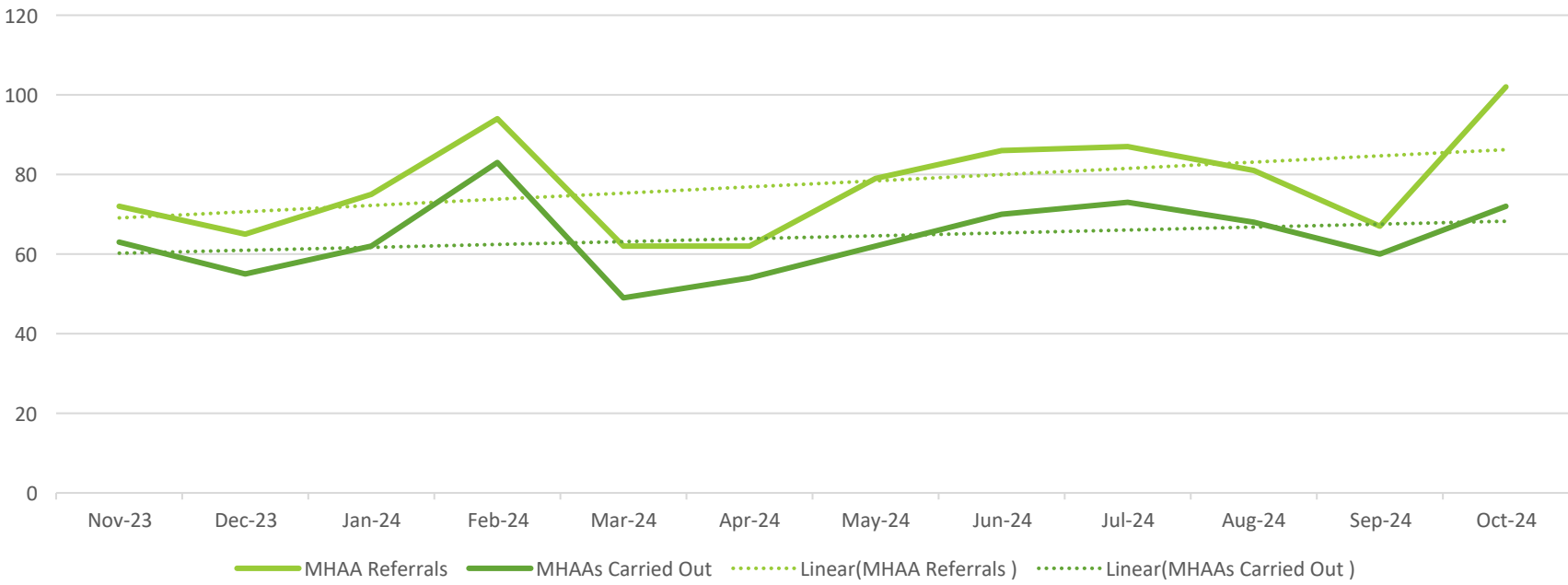


This shows the distribution of ‘reviews needed of packages of care’ across the age groups. This shows that whilst our social workers are seeing more people of working age, the number of commissioned services or direct payments for this group is declining. This means that there is less capacity available across our teams to support our older population, which is where the majority of Care Act Eligible need is.



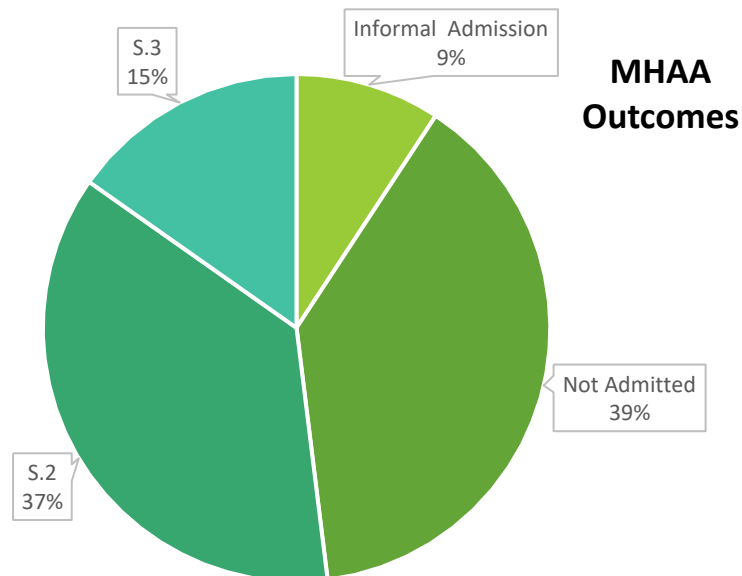
Approved Mental Health Professionals

MHAA Activity



Requests for Mental Health Act assessments continue to rise

Approved Mental Health Professionals



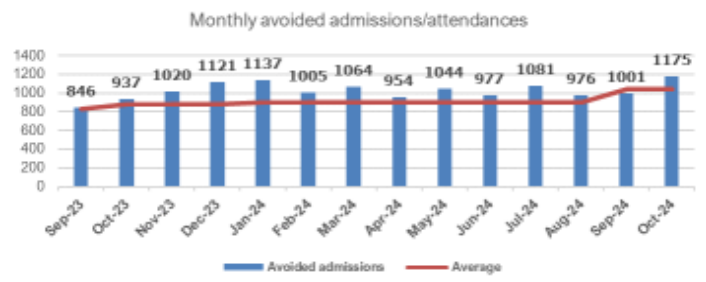
52% of People are detained to hospital after a Mental Health Act Assessment.

Despite rising referral numbers, our 24/7 AMHP team continues to perform exceptionally well, with very few delays in responding to requests.

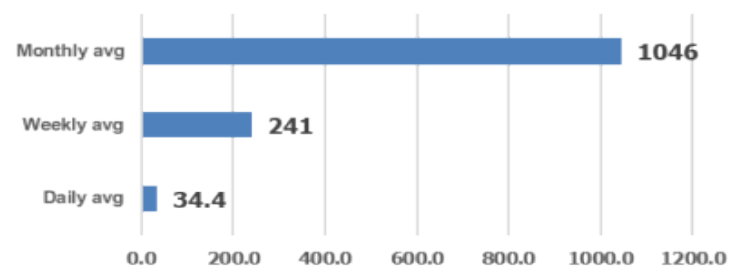


System overview

Front door - Avoided attendances/admissions



Average number of avoided admissions/attendances breakdown last 12 months - Full Livewell offer



Back door – Discharge and flow

