

## Appendix A2 Q3 – ADULT SOCIAL CARE, PUBLIC HEALTH, HOUSING NEEDS AND HOMELESSNESS

### Key Activities Q3

**Drive forward integration with health, putting in place the right governance, commissioning and delivery arrangements so that we secure care closer to home, supporting more people in their own homes than in hospital and other forms of institutional care and enabling them to be as healthy as possible.**

*All statutory partners of the Local Care Board have approved the governance arrangements for the emerging integrated care partnership (ICP). In addition, the Island's Health & Care (H&C) plan was published in September 2019 and the ICP is charged to deliver the key priorities therein.*

*The Adult Social Care (ASC) provision rated "good" or "outstanding" by the Care Quality Commission (CQC) has increased from 62% in December 2016 to 81% in September 2020*

*We have introduced a number of key schemes as part of the work programme associated with the Onwards Care and Independence programme of the island's health and care sustainability plan (and on which the Island's Health and Care Plan is based). This includes: key components of the creation of the Regaining Independence Service (a single point of access in the hospital; planned pathways across rehabilitation and reablement); a PA Hospital Discharge scheme; and seven day a week social work presence in Accident & Emergency and the Medical Assessment Unit (in order to divert unnecessary admissions into hospital).*

**Complete the delivery of our three-year "Care Close to Home" strategy, promoting, improving and protecting wellbeing and continuing to increase the numbers of people we support in their own homes**

**During 2019/20: embed strengths based professional practice throughout care management teams of adult social care**

*Care Management forms have been redesigned and are live in our Learning Disability (LD) service and will be introduced to all teams from January 2020.*

*Work continues on our strengths-based approach practice framework: Pride in Practice.*

*Management Teams in ASC have been restructured to maximise the potential for integration with Health. Specifically, care management resource has been added to the three locality teams.*

*We are introducing new residential care contracts and from January 2020 we will be tendering against our new outcomes-based focused domiciliary care contract.*

**Agree and secure ongoing funding for key schemes funded by the Improved Better Care Fund (iBCF) including the Living Well service; the Raising Standards initiative; and investment in reablement care**

*There will be a further years funding for the iBCF. The Living Well Service will be funded through iBCF in 20/21. The LWS has been independently evaluated by professor John Bolton – who recommends that it is continued because it has been highly effective in diverting demand from health and ASC and is very highly rated by users. In addition, we have calculated the “return on investment” ratio for the LWS: it is over £8 for every £1 spent.*

*We are currently considering how to further our raising standards initiative as its success has resulted in the care sector asking for an extension of the initiative. This initiative has improved CQC ratings with over 81% of registered care on the island now rated as Good or Outstanding (and no providers are rated as inadequate).*

*Winter pressures funding (£766,415 )has been partly used to invest further in providing short term (2 weeks maximum) domiciliary care for people leaving hospital. We have established an internal service – who operate 7 days a week and provide island wide cover. In January 2020, this service provided 181 hours of care to 12 people leaving hospital.*

**Continue to drive improvements in adult safeguarding practice, embedding ‘Making Safeguarding Personal’ (MSP) and ensuring a high quality and consistent approach in the council and its partners**

*We received our most recent independent review/Audit of MSP in November 2019 and an action plan will be produced accordingly.*

*In addition, we are participating in a national pilot scheme about an outcomes framework for Making Safeguarding Personal. Our most recent data return reveals that our performance is very positive in terms of: people being supported to articulate the outcomes they want to see as a result of the safeguarding issues they face; and the delivery of those outcomes.*

**On behalf of the Health and Wellbeing Board update the Joint Strategic Needs Assessment (JSNA) ensuring the data is relevant, current and informs decision making at all levels of the council and the health system.**

*Following the demographic information pilot, a decision was made to utilise Microsoft Power BI (data visualisation tool) for the JSNA and work is underway to migrate existing content into this new interactive format. A communications plan is being developed alongside this to raise the profile of the pages.*

*Work on population health has progressed across Hampshire and IOW with the Public Health consultant lead for Population Health Management developing strong links with IOW CCG to ensure a joint approach.*

**Review and revise the council's approach to improve health and wellbeing**

*The [Director of Public Health's Annual Report](#) was reviewed by Cabinet on 14 November 2019 and published whilst a public health strategy is being developed.*

**Finalise and implement permanent arrangements for the role of Director of Public Health (by October 2019) and review Public Health spend as part of the 2020 budget setting process.**

*A permanent Director of Public Health for the IOW was appointed in November 2019 in partnership with Hampshire County Council.*

**To ensure clinically safe effective services are delivered across the Public Health responsibilities, within budget and to those that are in greatest need, undertaking procurement of services as required.**

*The Substance Misuse service tender is complete.*

*The 0-19 Public Health nursing service procurement is complete with the new contract starting on 1 August 2020.*

*Plans to transfer the sexual health service to a new provider are progressing to ensure clinical safety with a clearer understanding of the service costs.*

*The Wellbeing Service specification is being prepared for procurement to take place in 2020.*

**Recommission the Supporting People (SP) programme so that we can offer tailored and personalised support to those people at risk of homelessness or living in temporary accommodation**

*Family Accommodation Scheme has been recommissioned and goes live in April 2020.*

*Single Homeless pathway tender is live, and the process is expected to be completed by June 2020, with a go-live date set for November 2020.*

*Community Support Services procurement activity yet to be commenced.*

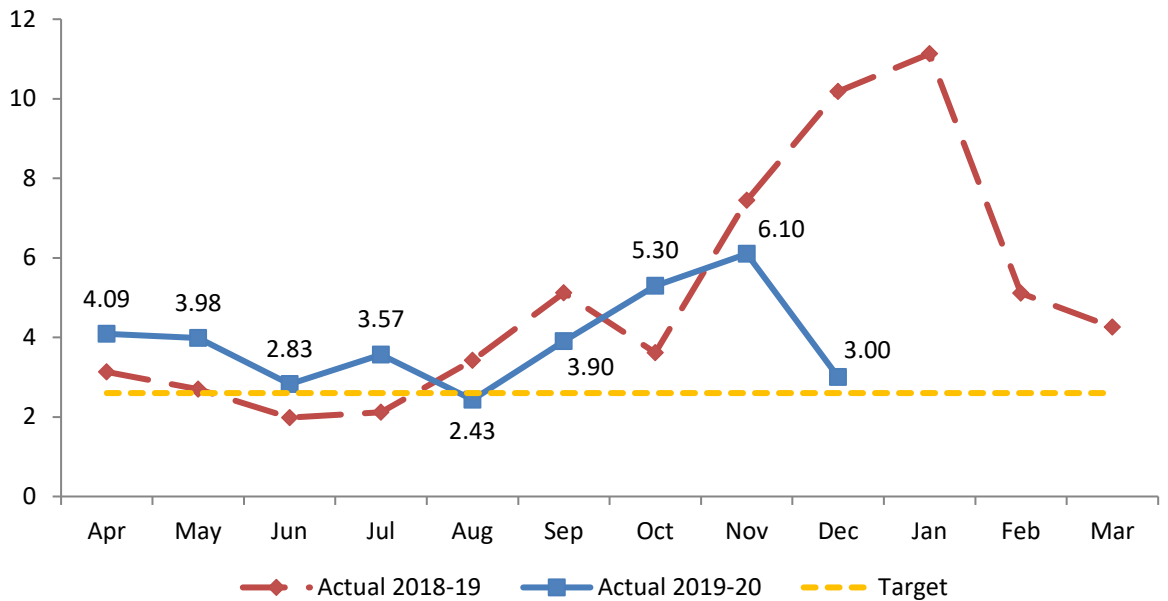
**Implement the recommendations of the 2019 independent review of the Housing Needs Service, including the development and implementation of a new Homelessness Strategy for the Island.**

*The [Homelessness and Rough Sleeping Strategy 2019-24](#) was signed off by Cabinet on 14 November 2019.*

# Short Term Measures

## Adult Social Care

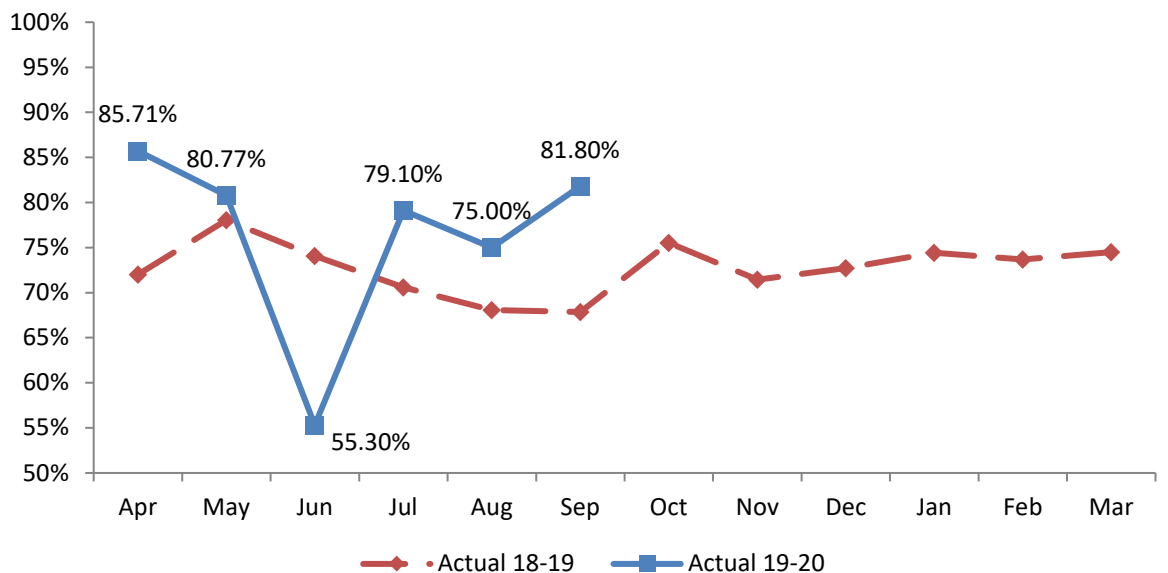
**Average daily rate of Delayed Transfers of Care (DTOC) per 100,000 due to Adult Social Care**



Since September 2018, revised targets are now in place across ASC and the NHS. ASC sees a reduction from 4.58 to 2.6; NHS an increase from 2.29 to 3.3 and an overall target reduction from 6.87 to 5.9.

December 2019 was only just outside of its target which should be considered positively considering the usual winter pressures experienced during this time of year. The number of DTOC days for ASC in December decreased to 109 from 213 in November.

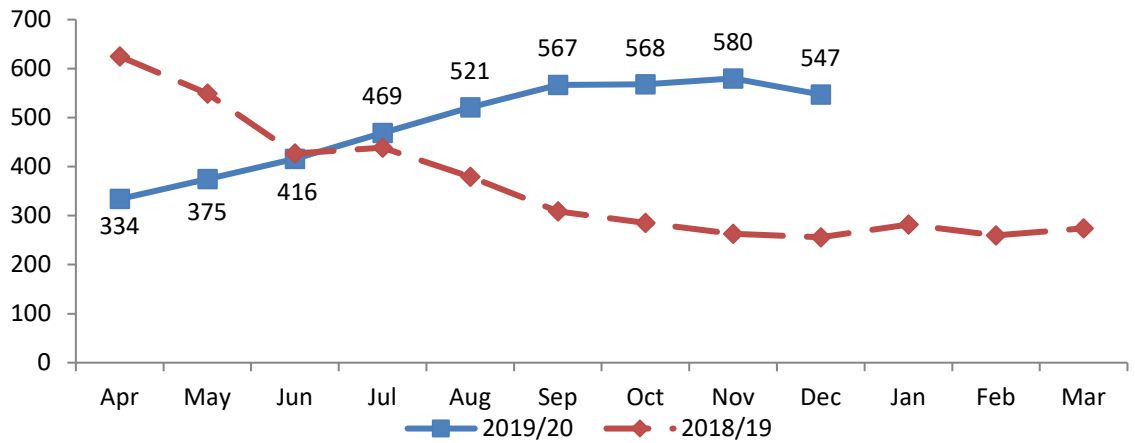
**Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement / rehabilitation services**



Figures and narrative for this measure will always be 3 months in arrears (91 days).

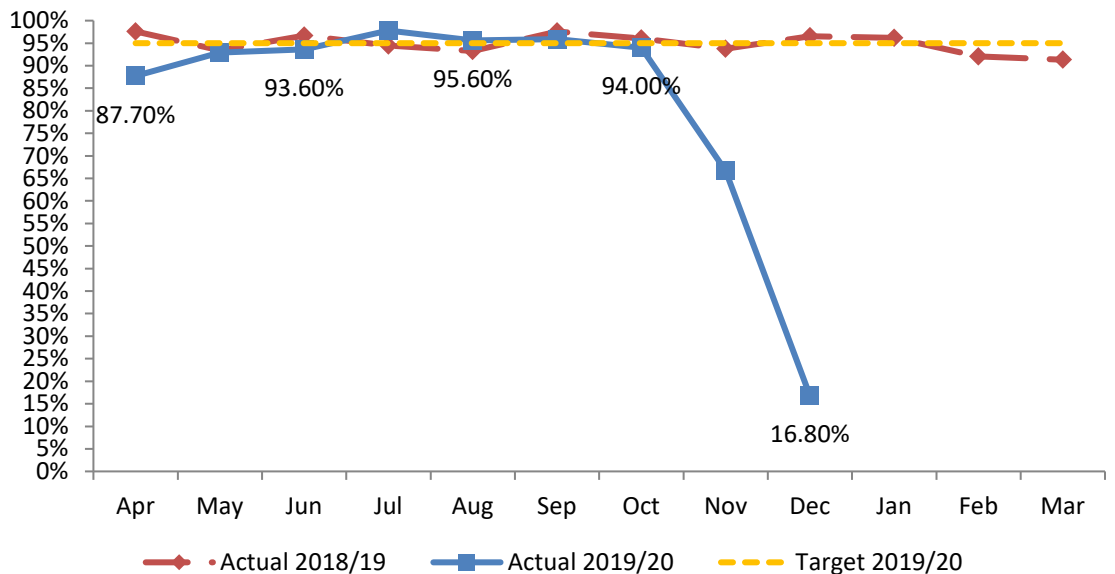
Of the six people in September that were not at home after 91 days, two were readmitted into hospital, three people died and one went into residential care. Outreach has invested in additional staff into the service to increase capacity to support the hospital with Delayed Transfers of Care.

## Number of outstanding Deprivation of Liberty Standards (DoLS) Assessments



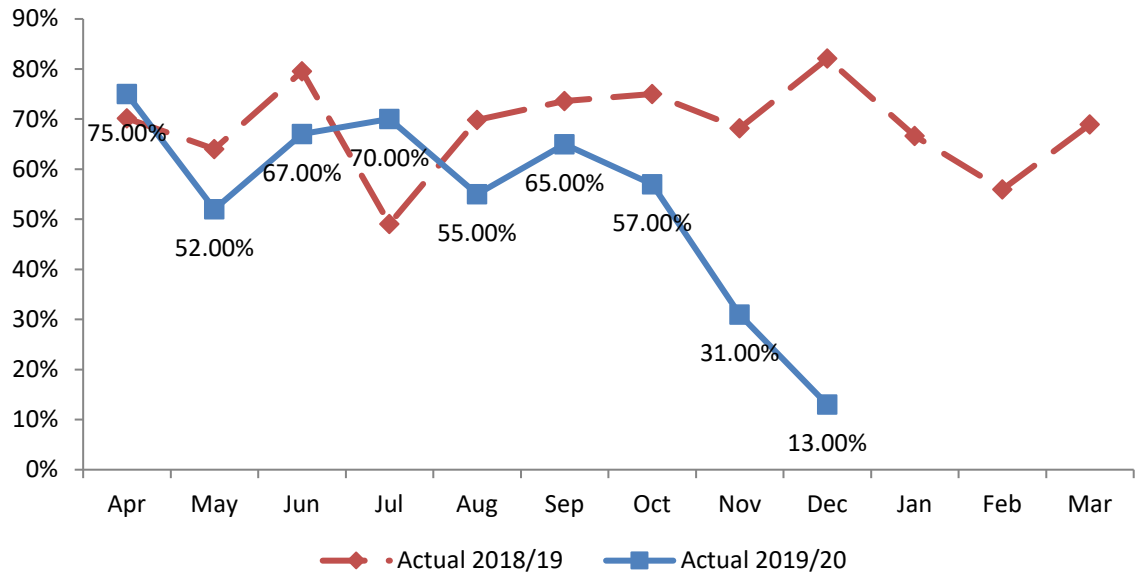
Numbers have fallen marginally in December 2019 to 547 from a peak of 580 in November 2019. This should continue as 138 Best Interest Assessments were undertaken in Quarter 3 compared with 33 in Quarter 2 and 49 in Quarter 1. Additional assessment resources have been assigned to these assessments which should lead to a continual reduction in outstanding assessments over future months. Additional funding has been provided to an external consultancy to support the reduction in the levels of outstanding reviews. It is important to stress that the department uses the ADASS screening tools in devising the priority to accord to DoLS applications – and all “urgent” referrals are managed.

## Percentage of safeguarding meetings held within seven days of the referral being received.



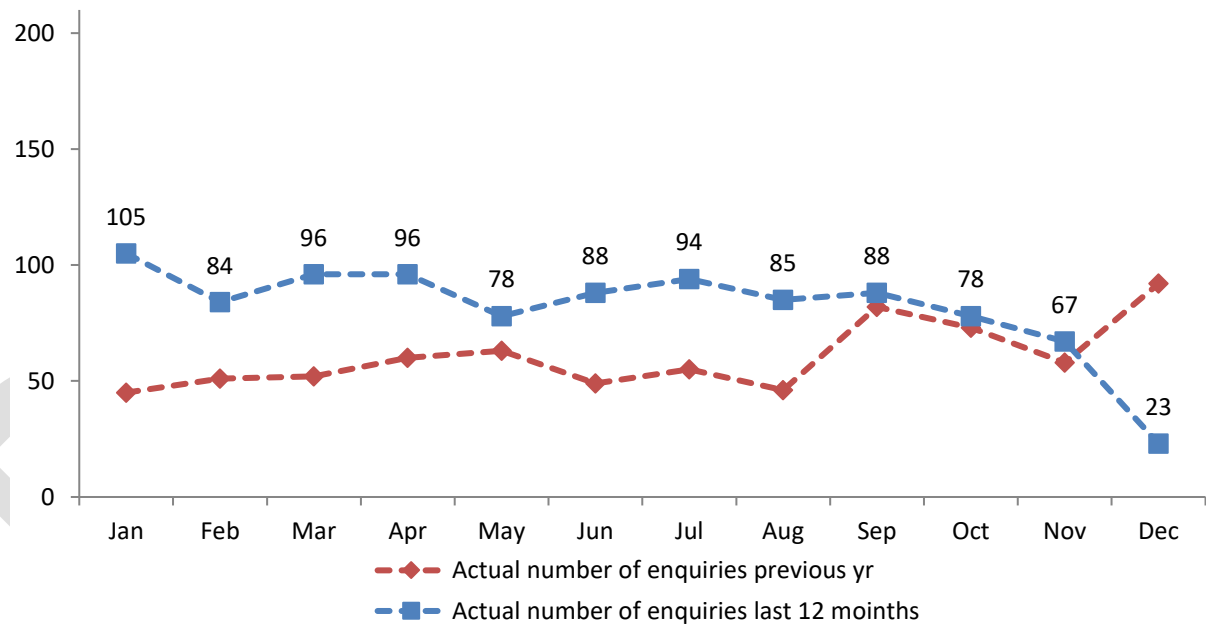
The processing of Safeguarding cases is currently moving between teams and the drastic fall in December’s performance is, we believe, a recording issue which only came to light in early February. Basically, the new care management structure has all teams undertaking safeguarding investigations and it would appear that teams were not completing the relevant documentation in order for the Business Intelligence Team to be able extract the performance data. As a consequence, in late February, we reverted the management of all safeguarding back into a central team and know that our weekly information is that performance has already improved.

**Percentage of adult safeguarding case conferences held within 28 working days of the safeguarding planning meeting**



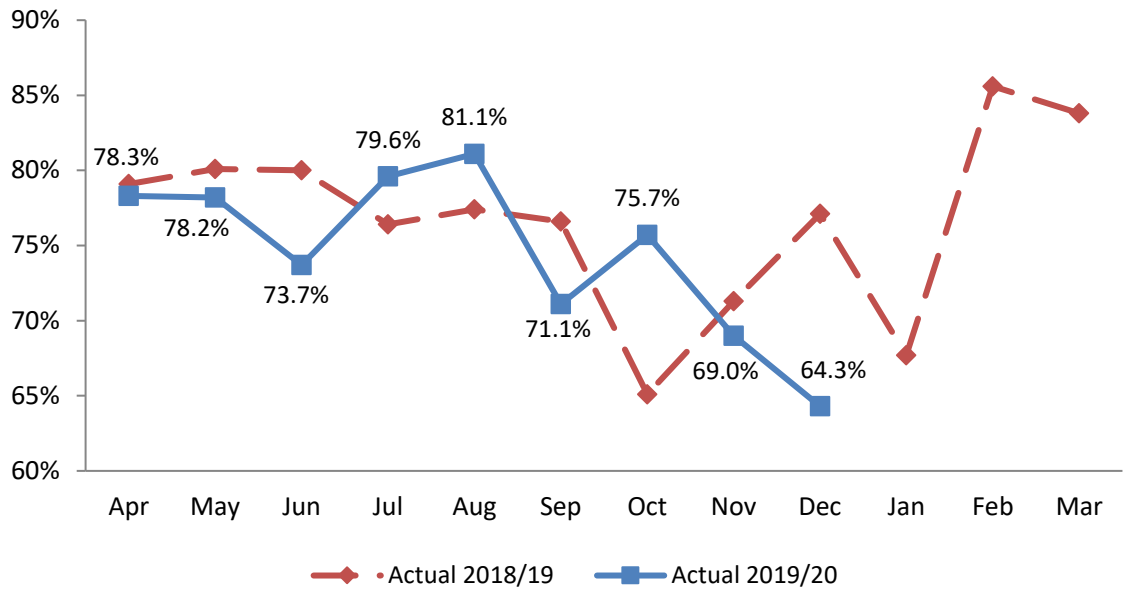
Please see the explanation above.

**Number of adult safeguarding referrals (Rolling 12 months)**



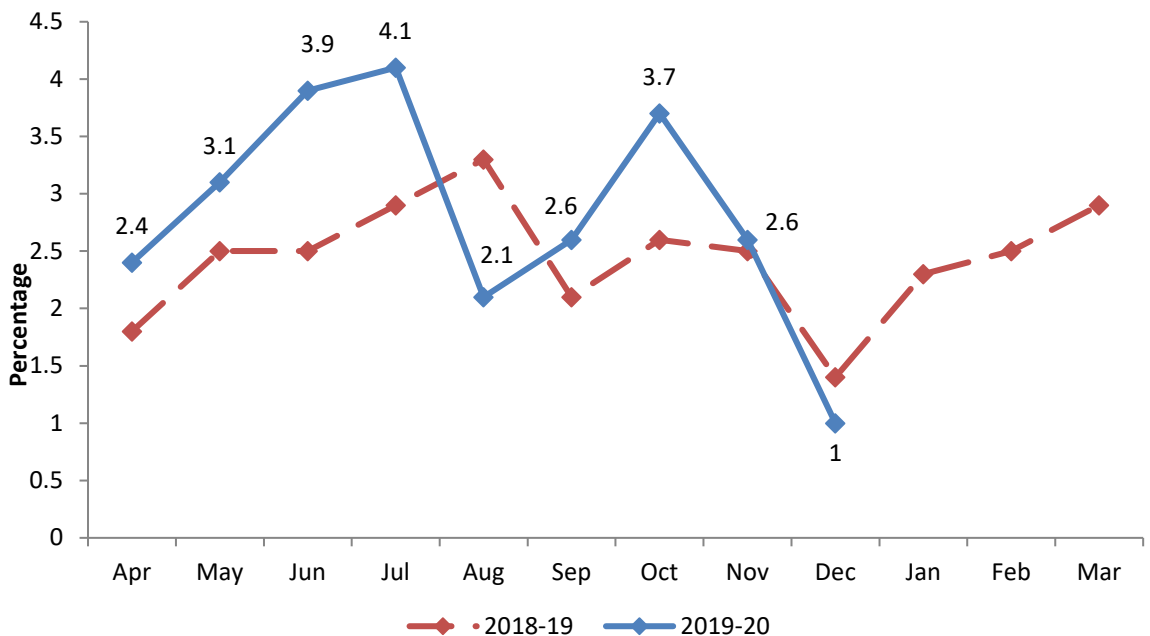
As identified above the changes in the Safeguarding process has led to a dip in performance during December 2019

**Percentage of adult social care assessments completed within 28 days of the initial contact referral**



The number of Your Needs Assessments (YNAs) completed in December increased to 146 from 126 in November. YNAs awaiting authorisation decreased from 43 in November to 21 in December. However percentage of assessments completed within 28 days has fallen to its lowest rate (64.3%) this year. The fall in rate is mostly due to the increased number assessments that have to be done increasing the risk of them not being authorised within the target timescale.

**Number of admissions to permanent residential or nursing care as a percentage of all initial contact (Rolling 12 months)**



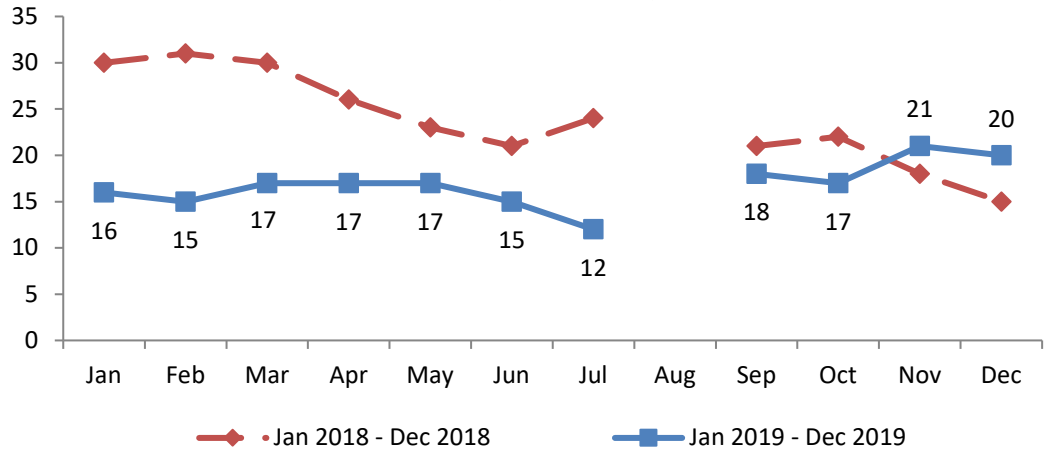
There were five placements made during December (three Residential and two Nursing) and there have been 162 in the financial year to date. At the same time in the previous financial year there had been 208 placements made. This reflects a success of the "Care close to home" programme with more people able to receive care within their own homes and more people getting access to preventative services.

## Public Health

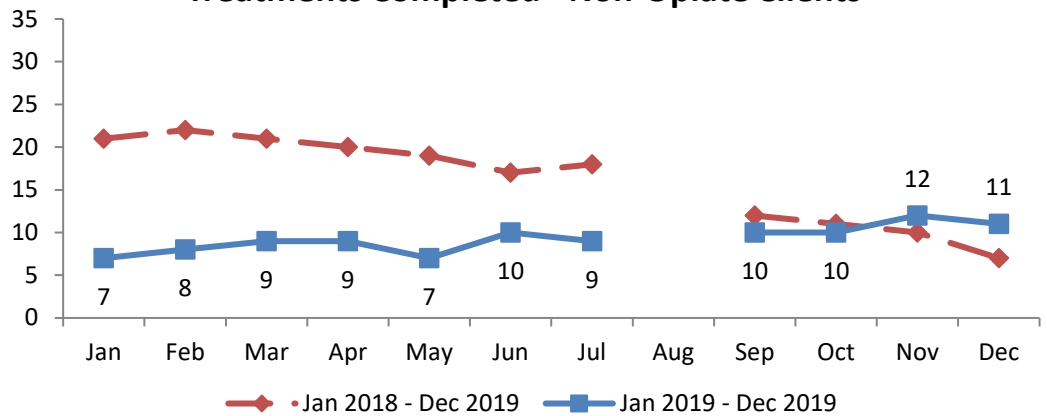
**Number of drug treatments completed - opiate and non-opiate clients (Rolling 12 months)**



**Treatments completed - Opiate Clients**



**Treatments Completed - Non-Opiate Clients**



**Data is published one month in arrears by the National Drug Treatment Monitoring System although no data is published in July.**

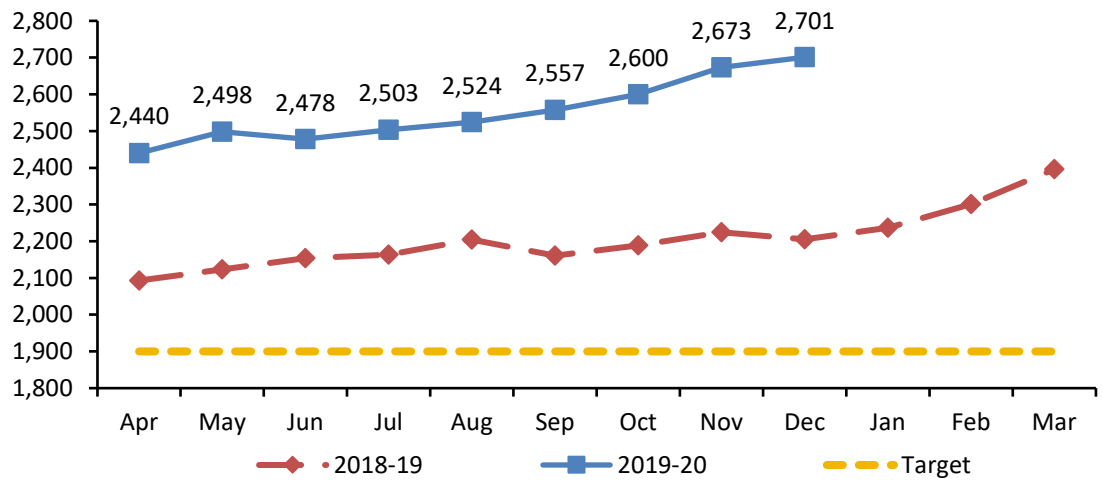
Opiate treatments – 20 completions from 314 people in treatment  
 Non-opiate treatments – 11 completions out of 49 people in treatment.

Quarter 3 has shown a gradual rise in completed treatments of both classes with more taking place in November and December 2019 than in the same months in 2018.



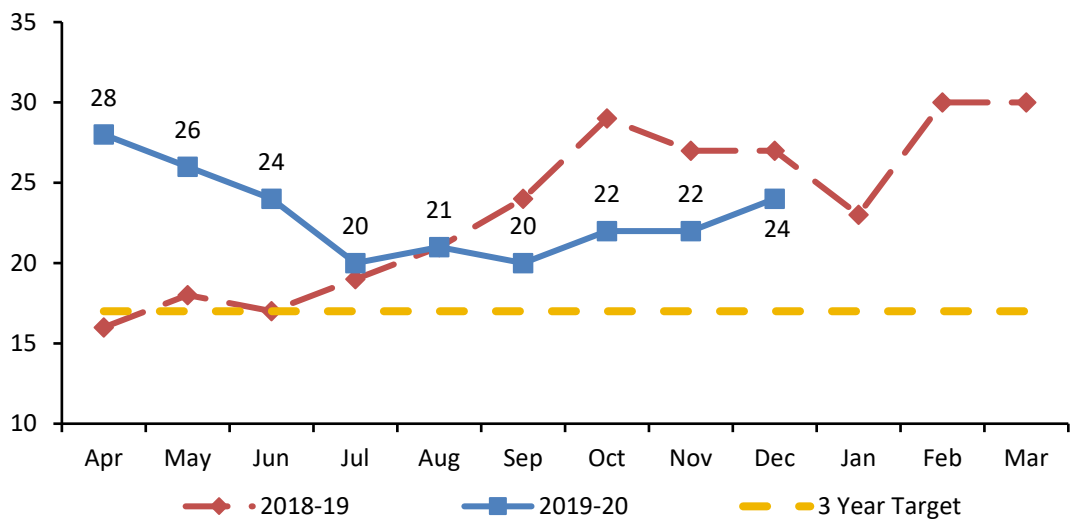
# Housing Needs

**Number of people on the housing register at month end (Rolling 12 months)**



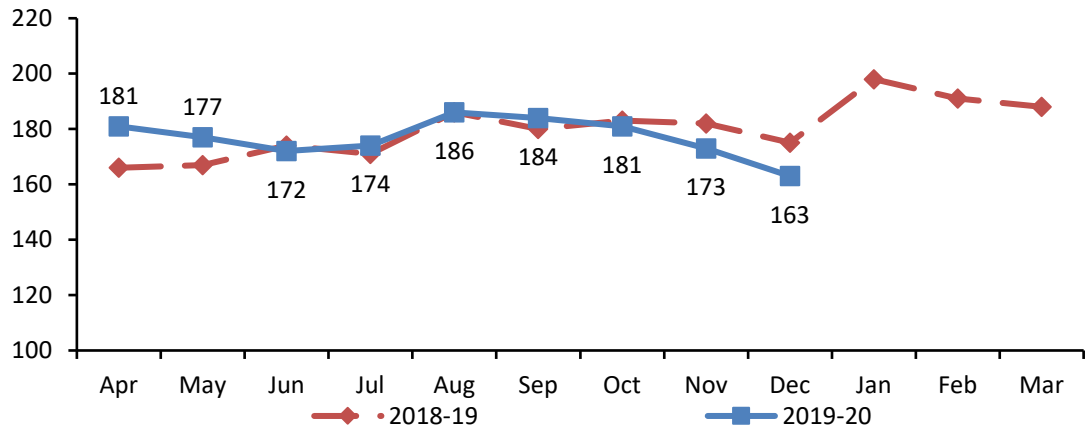
Number of active housing register applications indicate demand for affordable rented homes which is not currently being met. Work is currently underway to review 2,000 applications that are overdue for a renewal. The impact of this work on the housing register should be seen in February.

**Number of people on band 1 of the housing register at month end (Rolling 12 months)**



Band 1 priority awarded to applicants with urgent housing needs some of which require specially adapted homes

**Number of households in temporary accommodation at month end (Rolling 12 months)**



Numbers remain high due to pressures on service and lack of affordable alternatives, however a reduction in demand for emergency accommodation has seen a drop in the last month.

Significantly, no households with children were in bed & breakfast accommodation at the end of December 2019.

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## Strategic Risks

<b>Failure to recruit acceptable quality of professional practice across Adult Social Care (ASC)</b>			<b>Assigned to:</b> Director of Adult Social Care		
Inherent score	Target score	Current score	Previous scores		
			Dec 19	Sep 19	Jul 19
<b>14 RED</b>	<b>6 GREEN</b>	<b>8 AMBER</b>	<b>8 AMBER</b>	<b>9 AMBER</b>	<b>9 AMBER</b>
<b>No change to risk</b>					

<b>Failure to identify and effectively manage situations where vulnerable adults are subject to abuse</b>			<b>Assigned to:</b> Director of Adult Social Care		
Inherent score	Target score	Current score	Previous scores		
			Dec 19	Sep 19	Jul 19
<b>16 RED</b>	<b>6 GREEN</b>	<b>12 RED</b>	<b>9 AMBER</b>	<b>9 AMBER</b>	<b>9 AMBER</b>
<b>Risk increasing</b>					

<b>Failure to secure the required outcomes from the integration of adult social care and health</b>			<b>Assigned to:</b> Director of Adult Social Care		
Inherent score	Target score	Current score	Previous scores		
			Dec 19	Sep 19	Jul 19
<b>16 RED</b>	<b>6 GREEN</b>	<b>10 AMBER</b>	<b>10 AMBER</b>	<b>12 RED</b>	<b>12 RED</b>
<b>No change to risk</b>					

<b>Additional demands placed upon the Isle of Wight Council and partners owing to pandemic flu</b>			<b>Assigned to:</b> Director of Public Health		
Inherent score	Target score	Current score	Previous scores		
			Dec 19	Sep 19	Jul 19
<b>16 RED</b>	<b>16 RED</b>	<b>14 RED</b>	<b>14 RED</b>	<b>14 RED</b>	<b>16 RED</b>
<b>No change to risk</b>					