

Adults and Health Scrutiny: Adult Social Care Assessments and Reviews

Date 11th July 2024



Somerset
Council

Assessments and Reviews

In common with many Local Authorities across the country, Somerset has waiting lists for care assessment and review due to high demand for care and support coupled with workforce capacity challenges. Demand management is also a priority for all Directors, and we continue to work in partnership with South West ADASS (the Association of Directors of Adult Social Services) to share business intelligence and work collectively on improved approaches and outcomes.

There is increasing attention and interest in shared metrics relating to waiting times and waiting lists for Adult Social Care. However, different approaches in how councils understand and manage waiting lists, and recording of initial contacts, assessments and reviews makes any meaningful comparison or national overview and understanding difficult to achieve.

- CQC as part of CQC Assurance will be reviewing and analysing individual councils' data but recognise limitations in comparing between places.
- DHSC are interested in waiting lists and waiting times both in the context of Market Sustainability Improvement Fund (MSIF) monitoring, and in the context of understanding capacity and demand, particularly in relation to hospital discharge.

Why is an assessment under the Care Act so important?

The Care Act Assessment provides the opportunity to support an individual with an appearance of need, to understand their needs and how they may be affecting their ability to achieve their personal outcomes. It is also an opportunity to help them understand their strengths and those of the community around them, and how those strengths can help achieve their personal outcomes.

An assessment entails a semi-structured conversation between the assessor and the individual, based on a meaningful relationship which seeks to support the individual to achieve the outcomes that matter to them.

It can be a therapeutic process as you support an individual to understand their situation and the needs they appear to have, to work together to reduce or delay the onset of greater needs and to enable the individual to access the right support when they require it.

The nature of the assessment will vary depending on the person and their circumstances. The assessment process should be appropriate and proportionate to the individual and their needs.

[Assessment of needs - SCIE](#)

Assessments and Reviews

Adult Social Care – Somerset

Significant work has been undertaken to address the waiting times for assessments and reviews, ensuring that our practice is robust and consistent across our frontline operational teams. We have focused on improving data visibility and control to support us in this work, and on improving productivity across our teams.

In January 2024 we initiated a weekly Operational Oversight Meeting to develop a consistent set of indicators to minimise and monitor waiting lists and waiting times. We provided guidance issued by the LGA to support in monitoring how we are managing waiting lists and mitigating any risks to ensure individuals receive the support they require, whilst focusing on strength-based approaches.

Assessments and Reviews

Adult Social Care – Somerset

- Teams are now completing 20-25% more work, meaning we can assess and work with people more quickly and prevent crises
- Young people transitioning from children's to adults' are now on average assessed before they are 18 for the first time since at least 2021, leading to better planning and a £500/wk approximate reduction in required support
- Since forming LD teams, peer forums and increased focus on review quality and outcomes, our average cost change at each review is almost half of what it was previously
- When taking productivity into account, the quality of decisions the operational teams are making is improving. Proportionately, fewer people are being assessed as requiring longer-term bedded support – compared to the baseline period, over the past 6 weeks approximately 9 more people have stayed at home instead of going into residential care.

Assessments and Reviews

Operational Oversight

Operational Oversight Meetings across the Operational services three main areas of focus:

- Data Quality
- Expectations
- Monitoring

We adopted the four key areas identified by ADASS and the LGA to support in the management and monitoring of waiting lists and have embedded this into our process.

- Have you risk assessed waiting lists?
- How are you gaining assurance that colleagues feel confident and supported in undertaking strength-based assessments?
- Managing demand for assessment and review
- How are you engaging with individuals waiting?

Assessments and Reviews

Risk Priority and Timeframes.

Priority 1: Requires an immediate response to minimise immediate risks to the safety and wellbeing of a person and / or their carer.

Timeframes – Triage **same day response or allocation within 48 hours**

Priority 2: Requires a prompt response to minimise significant risks to safety and wellbeing of a person and / or their carer.

Timeframes - Allocation within **5 - 10 working days** of generated worklist

Priority 3: Risks are known, and the situation is stable

Timeframes - Allocation within **28 working days** of generated worklist

Assessments and Reviews

Monitoring and Management

The priorities provide guidance and do not replace manager discretion. Managers continue to be required to use their professional skills, collaborative approaches with Health, Connect Somerset to proactively manage their waiting lists.

At times, the waiting list prioritisation arrangements may need to be flexed to allow the organisation to respond to emergencies and or business continuity arrangements.

To ensure referrals are processed in a timely manner, waiting list are reviewed at least fortnightly by teams. The review includes consideration of risk and a reprioritisation of the referral if appropriate. Review activity is recorded on the person's Eclipse record.

We are developing further our communication with individuals providing expected timescale within which we will provide an assessment, review, or intervention. The letter will also inform people how to contact us if their situation has changed or changes.

Assessments and Reviews

Monitoring and Management

Data Dashboards have been created across our Service areas to enable our Service Managers and Advanced Practitioners to proactively monitor and manage priorities across the teams' waiting timeframes for individuals. Dashboards are updated daily, and updates shared on a fortnightly basis within Strategic Managers within the Operational Oversight Meetings.

Directors oversee the data fortnightly and quarterly reports are submitted to the Somerset Safeguarding Adults Quality and Performance Subgroup. Performance Indicators are included on the Corporate Performance Report and further analysed within our monthly Adult Social Care Assurance Board.

Assessments and Reviews

Impacts

We are not consistency meeting all timeframes across all our service areas, through our Operational Oversight meeting and Data Dashboards we are monitoring our demand, productivity and resource. Whilst improvements have been made surrounding our response and completion times ongoing oversight and monitoring continues to be a high priority for us.

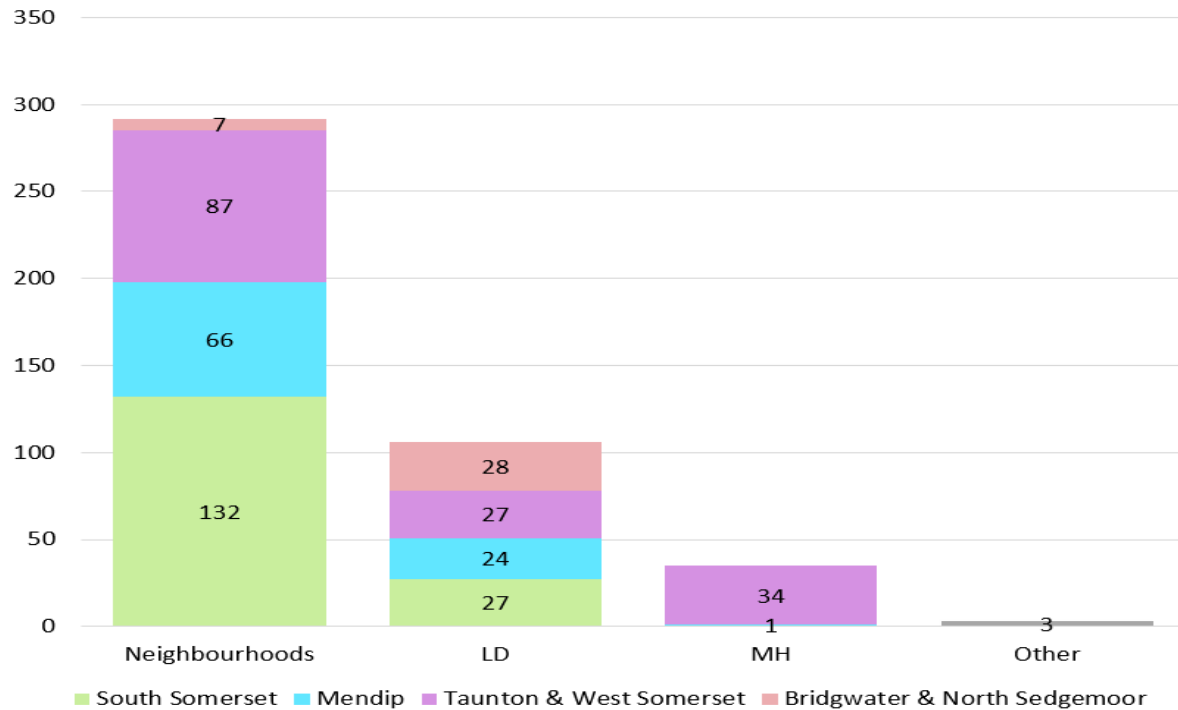
- Recruitment, workforce absences and team capacity can affect wait list numbers
- Maintaining sufficient staffing capacity with the right skill mix across the service areas to meet the current and anticipated demand.
- Recruitment and retention of staff with necessary skills and experience of undertaking assessments and reviews of complex people including Best interest and mental capacity assessment

Pending Assessments and Reviews

Backlogs by team – Pending (30+ days overdue, non-assigned)

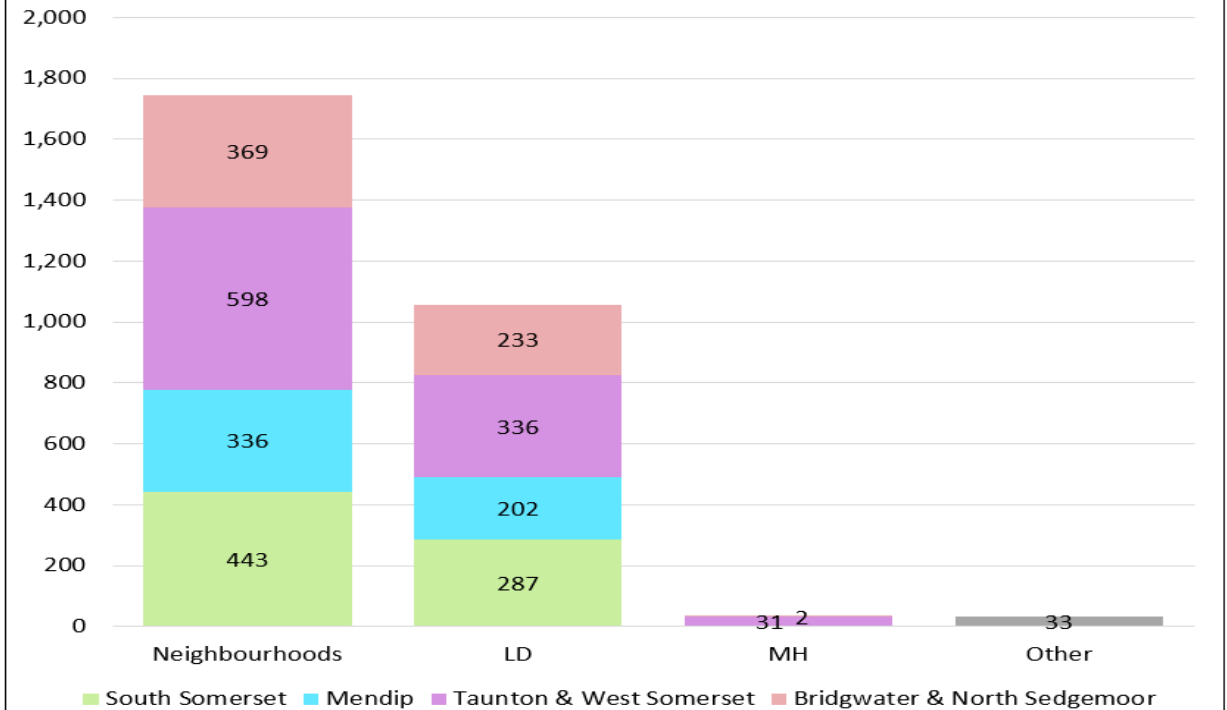
Pending Care Act Assessments: 436

Pending Care Act Assessments by Team and Area



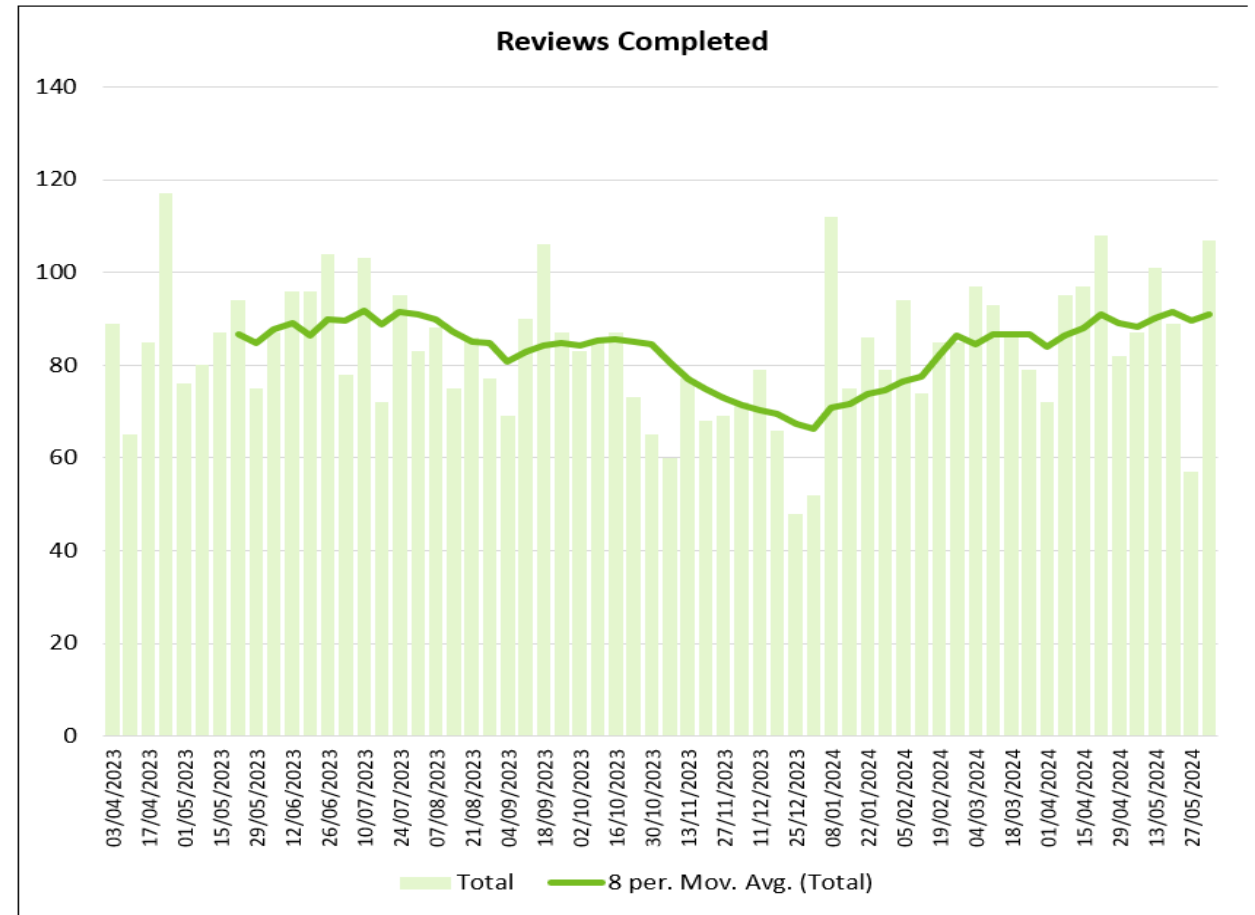
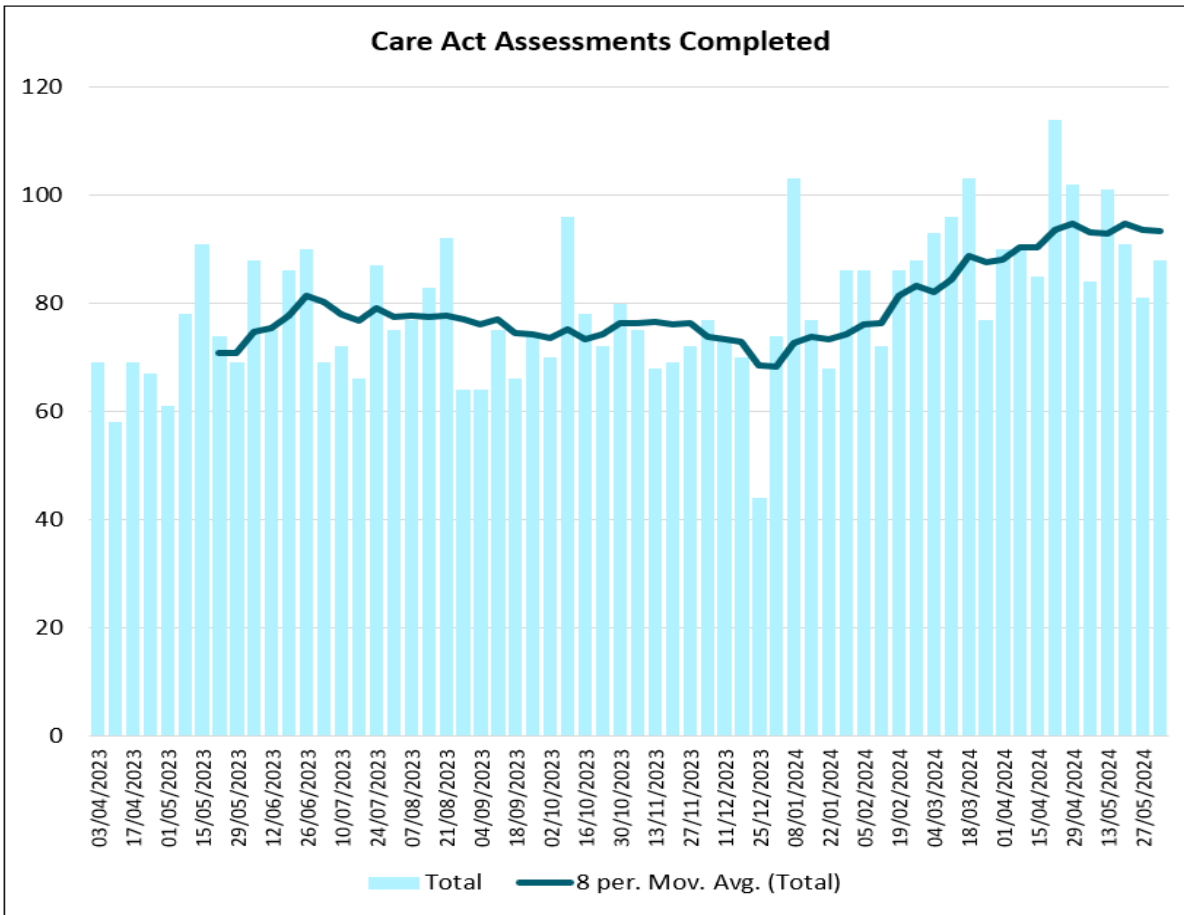
Pending Reviews: 2870

Pending Reviews by Team and Area



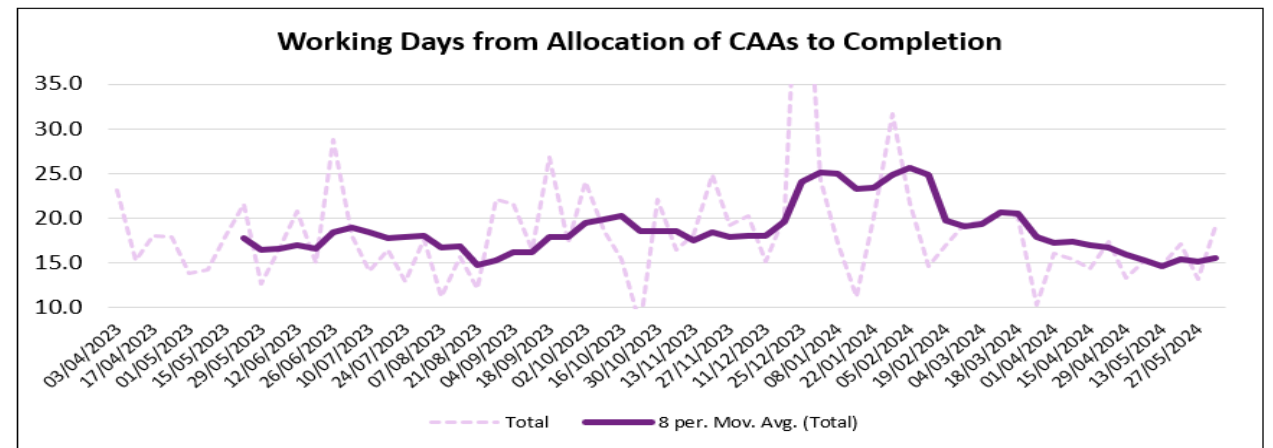
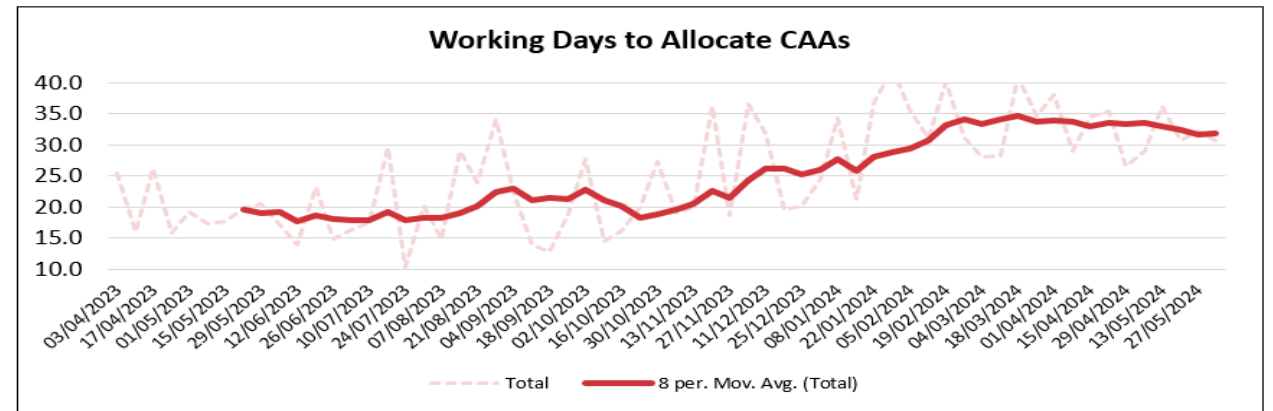
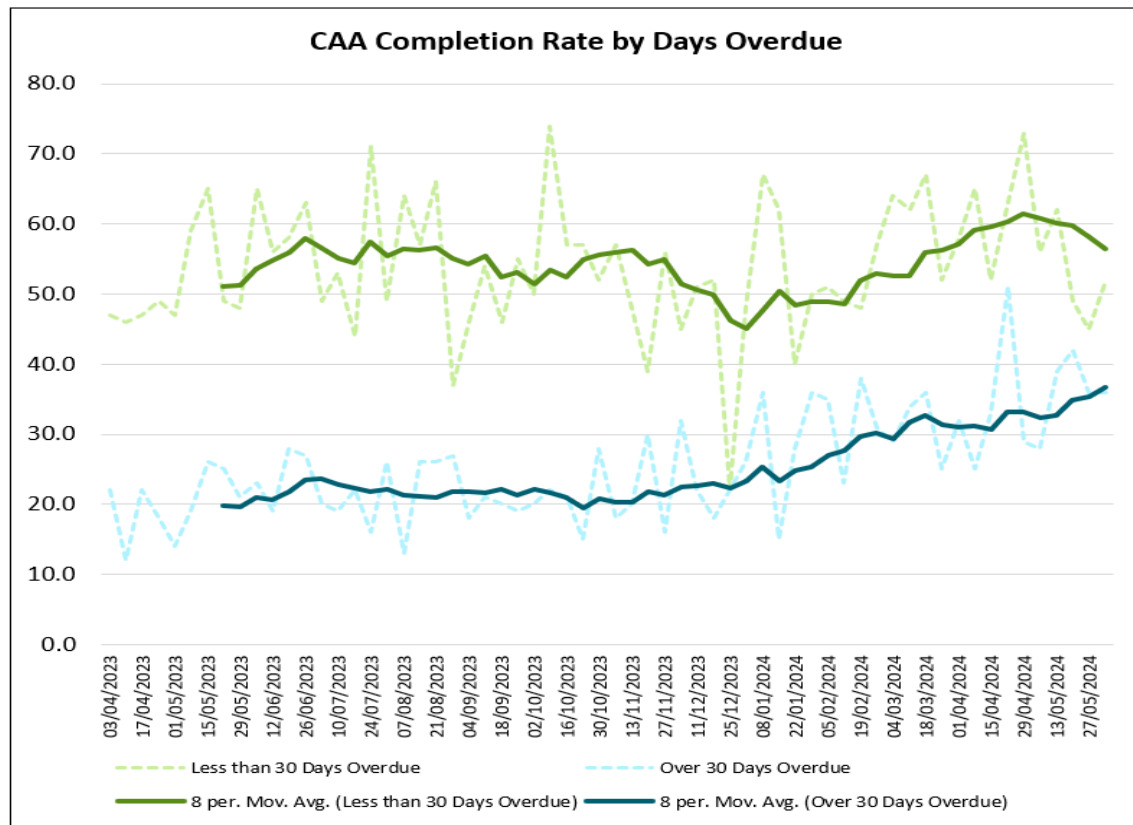
Completed Assessments and Reviews

Levels Completed



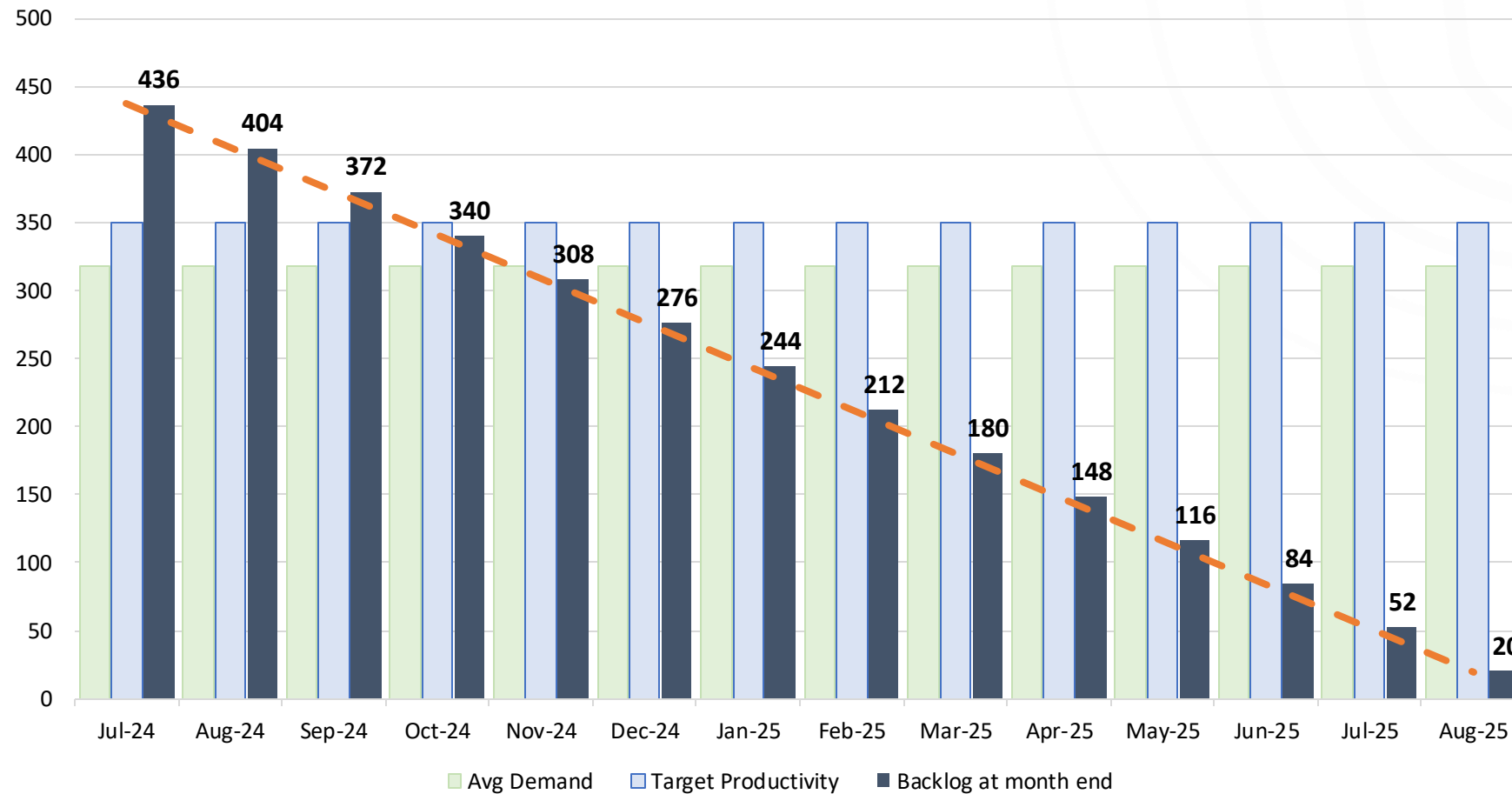
Timeframes completion of Assessments

Average timeframes to complete CAAs



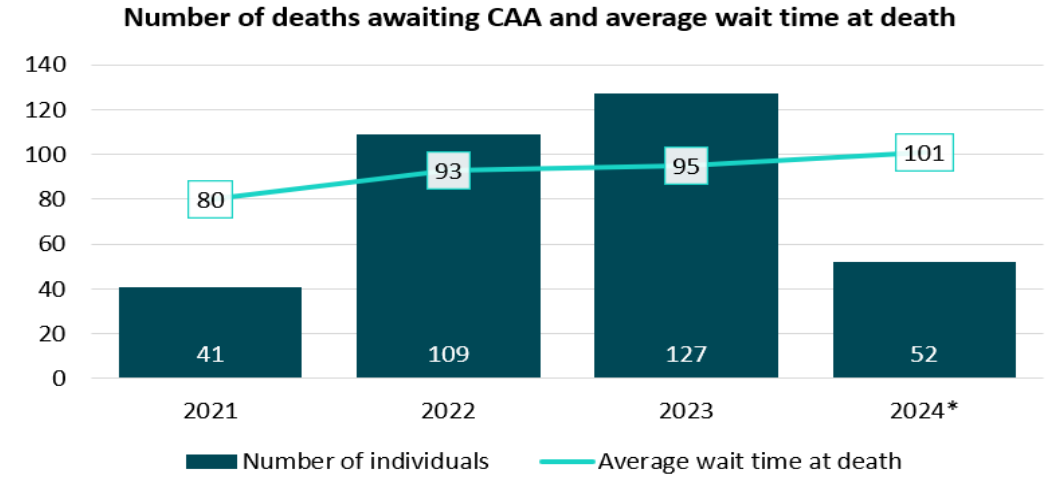
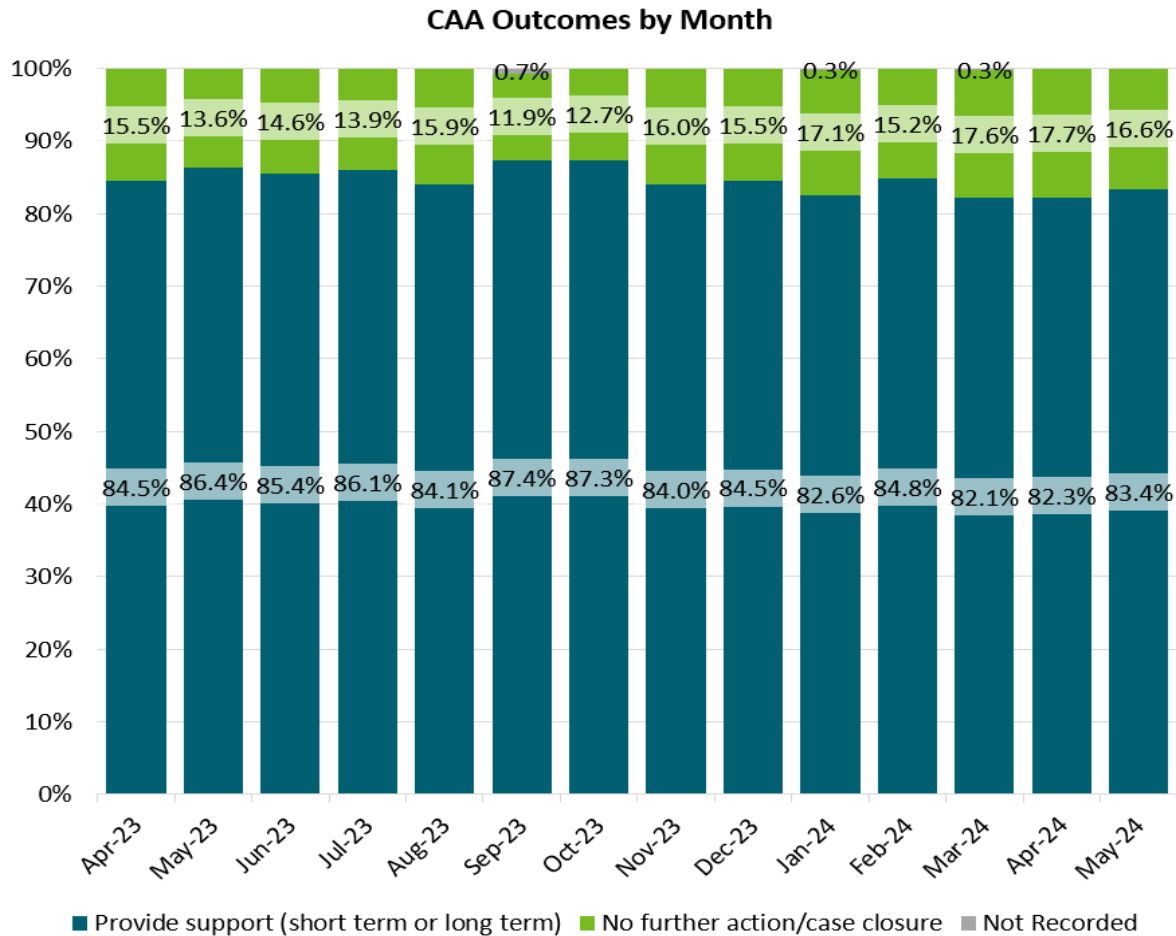
Assessment Trajectory

CAA Backlog Projection



Assessment Outcomes

Assessment outcomes

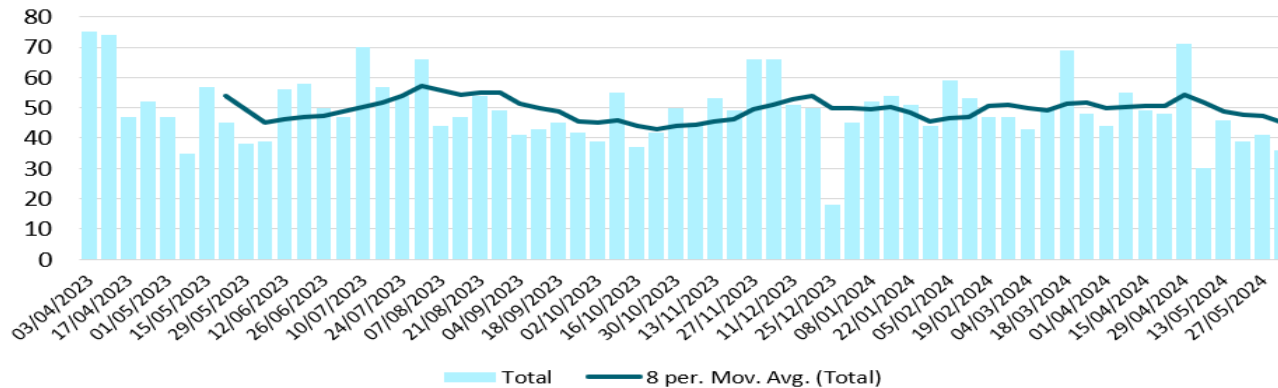


34 individuals have had a safeguarding contact while awaiting an overdue CAA

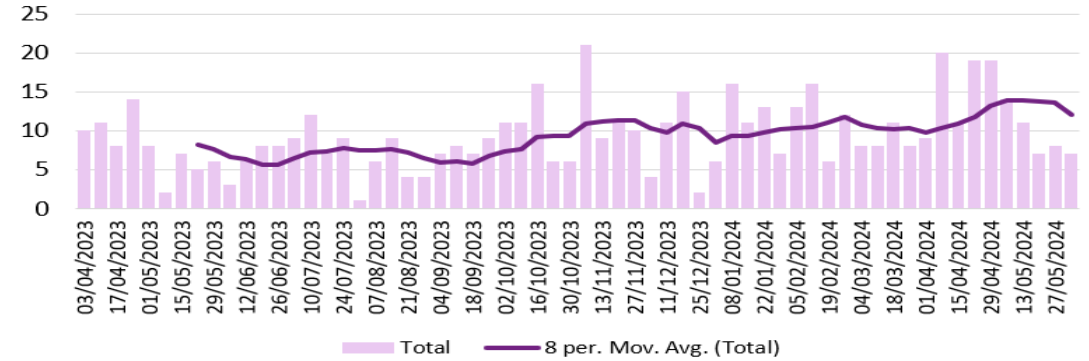
Occupational Therapy – Assessments and Reviews

OT Performance

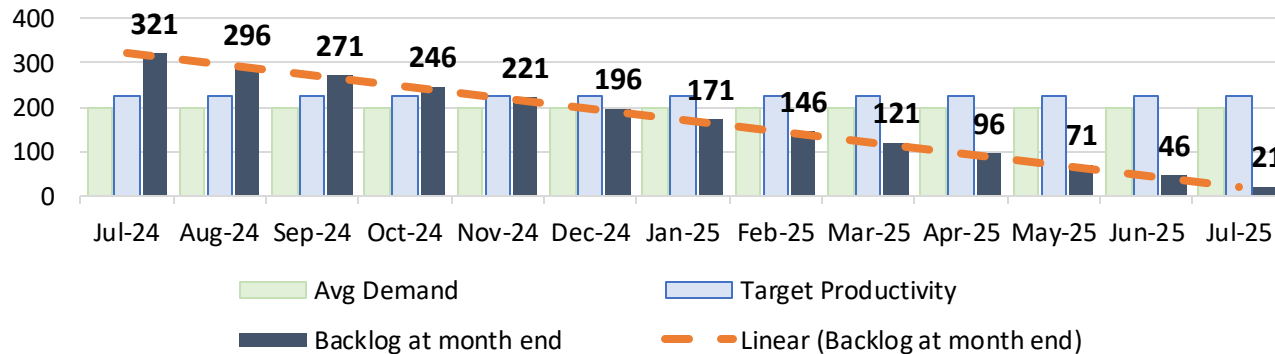
OT Assessments Completed



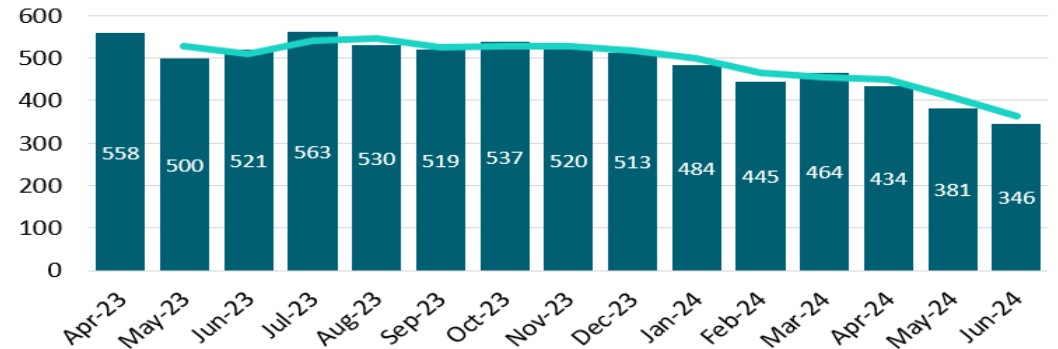
OT Reviews Completed



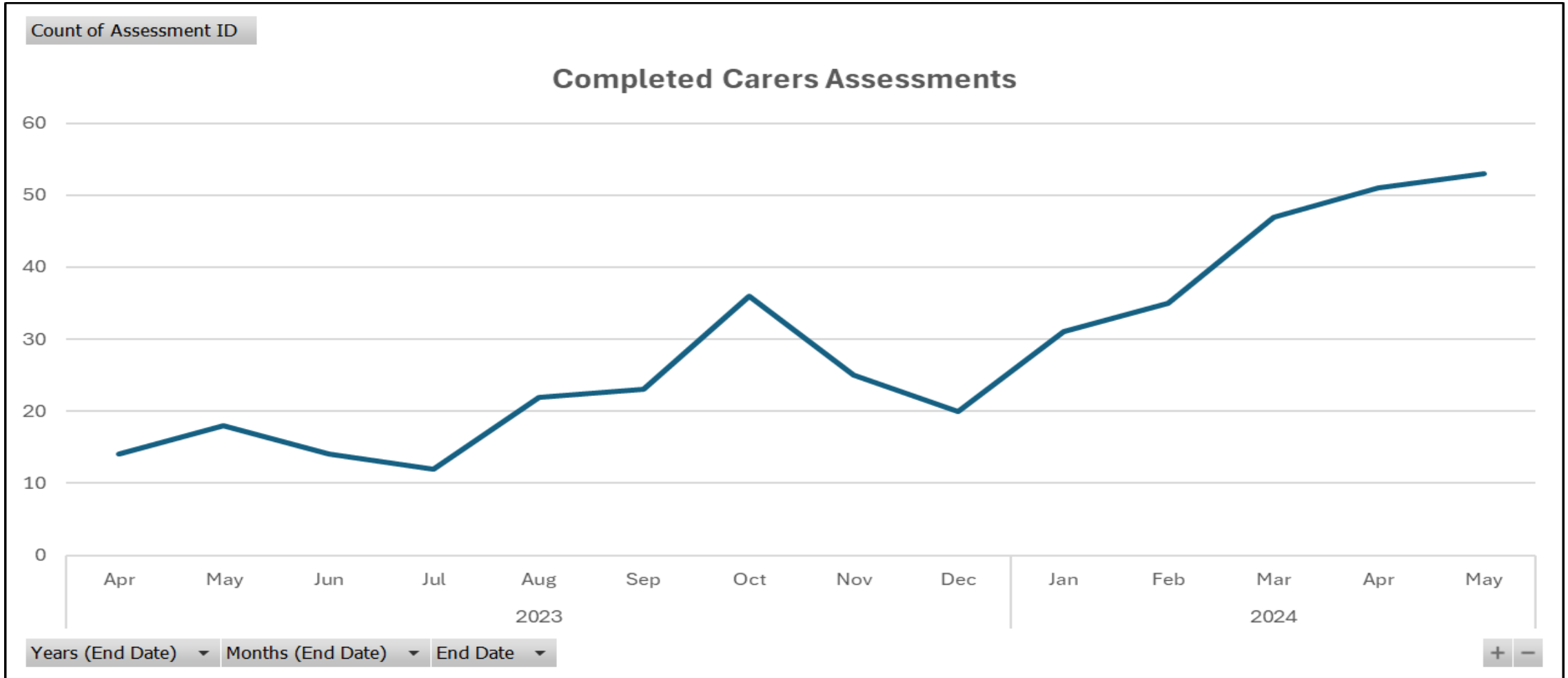
OT Backlog Projection



OT Assessment Backlog over Time



Carers Assessments



Time for Questions

