

Public Document Pack

Argyll and Bute Council
Comhairle Earra Ghaidheal agus Bhoid

Customer Services
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30 July 2015

SUPPLEMENTARY PACK

BUTE AND COWAL AREA COMMITTEE - EAGLESHAM HOUSE, ROTHESAY on TUESDAY, 4 AUGUST 2015 at 9:30 AM.

I refer to the above meeting and enclose herewith agenda item 15 (Adult Care Update for Bute and Cowal) which is a revised report to replace the report at item 15 in the previously issued main agenda pack.

Douglas Hendry
Executive Director - Customer Services

BUSINESS

- 15. ADULT CARE UPDATE FOR BUTE AND COWAL**
Report by Area Manager – Adult Care (Pages 1 - 8)

BUTE & COWAL AREA COMMITTEE

Councillor Gordon Blair	Councillor Michael Breslin
Councillor Robert Macintyre (Chair)	Councillor Bruce Marshall
Councillor Alex McNaughton (Vice-Chair)	
Councillor James McQueen	Councillor Len Scoullar
Councillor Isobel Strong	Councillor Dick Walsh

Contact: Andrea Moir, Senior Area Committee Assistant, Tel: 01369 708662

 ARGYLL AND BUTE COUNCIL
BUTE AND COWAL AREA
COMMITTEE.

COMMUNITY SERVICES

4TH AUGUST 2015

BUTE AND COWAL ADULT CARE

1. SUMMARY

The purpose of this report is to provide an update to inform the Area Committee on relevant issues regarding Adult Care within Bute and Cowal.

There are a number of developments taking place during the evolution of the Health and Social Care Partnership and this report focuses on the social care for adults and covers the following:

- Older Peoples Operations ,
- Learning Disability Operations
- Mental Health Operations
- Adult Care Resources
- Adult Support and Protection. .

2. RECOMMENDATIONS

It is recommended that members note this report.

3. DETAIL**3.1 Adult Care Team Performance**

The following information gives the current performance of the teams as reported on Pyramid. The following data was updated on 30/7/15.

3.1.1 Older Peoples Operations

The teams provide the assessment and care management to older people and people with physical disabilities.

Bute Team

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	1
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Operational Cases	63

The above delay is due to the complexity of the case.

Cowal Team

Number of Unallocated Cases After 5 Working Days	1
Number of Care Assessments outstanding over 28 days	3
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Operational Cases	148

The above unallocated case is due to staff annual leave and the outstanding assessments are all complex. Unfortunately we have an experienced Social Worker on long term sick leave but we are looking to fund an additional agency worker to support the team activity.

Total Number of B&C Adult Care Operational Cases	209
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3.1.2 Learning Disability

Bute

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	0
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Learning Disability Cases	15

There are no issues with Bute's current performance.

Cowal

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	0
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Learning Disability Cases	92

There are no issues with Cowal's current performance.

Total Number of B&C Learning Disability Adult Care Cases	107
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3.1.3 **Mental Health**

Bute

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	2
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Mental Health Cases	31

Assessments outstanding due to complexity.

Cowal

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	2
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Mental Health Cases	70

Assessments outstanding due to complexity.

Total Number of B&C Adult Care Mental Health Cases	101
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3.2 **Joint Performance**

There is ongoing work to implement a robust joint performance framework that truly reflects the health and social care activity in our area. The current Balance of Care target is 80% of older people being cared for within the community. The June Balance of Care for B&C is 78.4% which is a slight dip from March's 78.8%. This is primarily due to emergency placements being made due to carer breakdown and step down /interim placements being made due to lack of availability of community reablement service. B&C continue to perform higher than the council's average of 76%

Area Managers and Community Services Managers are currently working on the joint performance reporting that will in future reflect the activity of the Extended Community Care Team (ECCT) and the activity on Delayed Discharge from hospital.

3.3 Adult Care Resources

3.3.1 Homecare provision

I am delighted to inform the committee that as of today Thursday 9/7/15 we have no service user awaiting home care provision within the community. Our home care procurement officers have worked diligently with provider organisations to furnish all packages to date. This is the first time we have been able to do this for some time but we are acutely aware that the holiday season is upon us and this brings its own set of challenges. Never the less our current activity is below:

Bute and Cowal Care at Home activity:

Data Period 01/04/2015 - 05/07/2015	Bute	Cowal	Total
No of Clients receiving a Service	166	215	381
Projected annual hours of care	29,638	24,082	53,721

Initial reviews are undertaken by the Home Care Procurement Officers at 4 weeks after services are introduced and are all up to date at the time of writing. Further reviews are done at regular intervals and at least once a year if situation is stable. However, a review can be called at any time depending on the individual need of the service user.

3.3.2 Contract Management Process

Argyll and Bute Council's Procurement and Commissioning team are responsible for the Contract and Supplier management of these services. This is complimented by the service monitoring and review process carried out by Homecare Procurement Officer and Care Managers. The Procurement and Commissioning Team carry out quarterly contract management meetings that determine the risk rating of each contract. All contracts are risk registered using a combination of Care Inspectorate grades, service concerns and complaints. Additional monitoring is undertaken as required where risk level increases.

There has been recent movement regarding Care UK and Jackie Connelly, Performance Improvement Officer, Procurement and Commissioning Team met with Mears on the 6/7/15 who advised they have taken over the care at home element of Care UK. They advise there will be no change to the service delivery or structure. Therefore it has been a straight forward acquisition but they will keep us informed of any developments. We certainly would like to see an increase and maintenance of good quality grades as awarded by the Care Inspectorate. The current breakdown of the grades for B&C providers are:

B&C Providers	Care Inspection Grades		
	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership
Preferred Providers on Framework			
Allied	6	6	5
Carewatch	5	5	5
Care UK	5	5	4
Carr Gomm	4	4	5
Off Framework providers			
Careplus	6	5	6
Cowal Carers	5	4	4
Mears	3	3	3

*Care Inspectorate Grades:

6– Excellent 5- Very Good 4- Good 3- Adequate 2- Weak 1- Poor

3.3.4 Local Care Homes

Thomson Court on Bute is a 9 bedded in-house unit that includes 1 respite bed and currently sits with 100% occupancy. The latest care inspection took place in August 2014 and it is anticipated they are due to be re inspected within the next couple of months. Never the less the current grades are below:

Thomson Court Care Inspectorate grades	
Quality of Care & Support	5
Quality of Environment	5
Quality of Staffing	5
Quality of Management & Leadership	4

Struan Lodge in Dunoon is a 12 bedded in-house unit which includes 1 respite bed. Current overall occupancy is 92%. The latest inspection took place Jan 2015 resulting in the following grades:

Struan Lodge Care Inspectorate grades	
Quality of Care and Support	5
Quality of environment	5
Quality of staffing	5
Quality of Management & Leadership	5

At the time of writing we currently have a number of vacancies within the private sector with 14 in Cowal, some of which can provide nursing care. However, on Bute we have 5 that are for residential provision only as there are no nursing care beds on the island.

This has been a long running issue and the Bute Improving Care Group is taking a multi-disciplined, multi-agency approach to planning the future needs on the island. Progress so far is to establish expressions of interest from potential providers for a single site development encompassing extra care housing alongside residential and specialist nursing provision that will include dementia care.

3.3.5 Learning Disability Day Services

As reported at the last Area Committee the Learning Disability day services on Bute and Cowal have come a long way in their improvement journey which has resulted in much healthier grades. The Phoenix service on Bute was inspected in March of this year, the full report is yet to be published but we have been informed of the draft grades as follows.

Phoenix Day Service Inspectorate grades	
Quality of Care & Support	5
Quality of Environment	4
Quality of Staffing	5
Quality of Management & Leadership	5

ASIST has also been inspected recently and the draft report has yet to be shared with us prior to its publication therefore you will see the grades taken from the May 2014 inspection

ASIST Day Service Inspectorate grades	
Quality of Care & Support	4
Quality of Environment	4
Quality of Staffing	4
Quality of Management & Leadership	4

We anticipate an increase in the above grades as the unit is committed to ongoing performance improvement, never the less the trajectory is certainly in the right direction.

4.0 Adult Support and Protection (ASP)

4.1 Under the Adult Support and Protection Act 2007 we have a duty of care to safeguard and investigate cases that meet the following 3 point criteria.

- The adult is unable to safeguard their own wellbeing.
- Are at risk of harm and...
- Because of a disability, mental disorder or illness of physical or mental infirmity, are vulnerable to being harmed than an adult that is not affected.

The B&C ASP activity remains the highest in Argyll and Bute. The quarterly reports continually show a high rate of referrals but a low rate of cases that develop into a full investigation and a subsequent case conference.

1/1/15- 31/3/15 data

Area	Number of AP referrals	% of AP referrals
B&C	48	33.8%
H&L	23	16.2%
MAKI	38	26.7%
OLI	33	23.2%
AB Total	142	

Most of our referral are from Police Scotland. However, the majority of cases are vulnerable people that may already been known to us and not at risk of harm or adults who may need further support but are not at risk of harm.

Referrals can come from a variety of sources; you will see Jan – March B&C activity compared to the rest of Argyll below.

Referrer	B&C	A&B total
Police	29	76
GP	1	1
Hospital	6	8
Care/Support providers	2	9
Family	3	7
Care Home	2	7
Day Service	1	3
Member of Public	1	1
Housing Association	1	2
SWES	1	1
Women's Aid	1	1

Out of all the above activity only 2 resulted in a full investigation resulting in a case conference and the implementation of protection plans. You will see from the following table that our percentage compared to other areas remain low.

Area	Number of investigations	% of referrals investigated
B&C	2	4.2%
H&L	4	17.4%
MAKI	4	10.5%
OLI	7	21.2%
A&B Total	17	12%

5.0 CONCLUSION

5.1 My aim was to give the area committee a more holistic view of the Adult Social Care provision in Bute and Cowal and I think the above report indicates the high level of activity. I consider this as an interim measure as there are a number of initiatives taking place that will continue to forge closer joint processes in order for the partnership to report on its performance as a whole. This is a work in progress and will evolve over time.

6.0 IMPLICATIONS

- 6.1 Policy NA
- 6.2 Financial NA
- 6.3 Legal NA

- 6.4 HR NA
- 6.5 Equalities NA

- 6.6 Risk NA

- 6.7 Customer Service NA

**Executive Director of Community Services
Cleland Sneddon**

**Policy Lead
Allen Stevenson Head of Service (East)**

Date of Report prepared 8/7/15

For further information contact:

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