

**Update on Adult Services**

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**1. SUMMARY**

This is a quarterly generic report to update the Area Committee on relevant issues regarding Adult Health & Social Care within Oban Lorn and the Isles.

**2. RECOMMENDATIONS**

That the Committee notes the contents of the paper.

**3. DETAIL**

**3.1 Operational Social Work OLI**

This comprises Oban Lorn and the Isles; figures below show Pyramid reporting as at 25<sup>th</sup> July 2016.

Team Leaders continue to ensure work is prioritised and urgent cases are allocated promptly.

### 3.1.1 Oban Community Care Team – as at 25/07/2016

<b>Pyramid Measure</b>	<b>Number</b>
<b>Number of Unallocated Cases After 5 Working Days</b>	<b>2</b>
<b>Number of Care Assessments outstanding over 28 days</b>	<b>12</b>
<b>Number of Carers Assessments outstanding over 28 days</b>	<b>3</b>
<b>Number of Adult Care Operational Cases</b>	<b>281</b>

### 3.1.2 Mull Community Care Team - as at 25/07/2016

<b>Pyramid Measure</b>	<b>Number</b>
<b>Number of Unallocated Cases After 5 Working Days</b>	<b>0</b>
<b>Number of Care Assessments outstanding over 28 days</b>	<b>0</b>
<b>Number of Carers Assessments outstanding over 28 days</b>	<b>0</b>
<b>Number of Adult Care Operational Cases</b>	<b>83</b>

### 3.1.3 Tiree Community Care Team – at 25/07/2016

<b>Pyramid Measure</b>	<b>Number</b>
<b>Number of Unallocated Cases After 5 Working Days</b>	<b>0</b>
<b>Number of Care Assessments outstanding over 28 days</b>	<b>1</b>
<b>Number of Carers Assessments outstanding over 28 days</b>	<b>2 (duplicate referral)</b>
<b>Number of Adult Care Operational Cases</b>	<b>24</b>

The outstanding care assessment is anticipated to be completed by 5<sup>th</sup> August. Carers assessments delay is due to a potential relocation of the client.

#### **3.1.4 Oban Learning Disability – as at 25.07.16**

<b>Pyramid Measure</b>	<b>Number</b>
<b>Number of Unallocated Cases After 5 Working Days</b>	<b>0</b>
<b>Number of Care Assessments outstanding over 28 days</b>	<b>0</b>
<b>Number of Carers Assessments outstanding over 28 days</b>	<b>0</b>
<b>Number of Adult Care Operational Cases</b>	<b>85</b>

### **3.2 Adult Support and Protection**

The figures below outline the number of referrals and actions since April 2016 – June 2016. We normally have on average around 7 per month. There is ongoing work with other statutory and non-statutory agencies to develop understanding/heightened awareness of Adult Support and Protection. The police continue to be the main referral agent. Overall the number of referrals received across A&B has fallen since last quarter.

Referrals completed within the 5 day working timescale. The target is 80%

Late	On Time	Not Complete	Total	% On Time
16	17	0	33	52%

We are cognisant that at 52% we are below target. In all cases staff have ensured there is an initial protection plan in place to minimise any further risk whilst investigations are underway. Several cases were unable to be signed off during this period as police investigations or investigations by the Office of Public guardian were and are still ongoing and take precedent. The team have also experienced staff shortage due to illness and vacancies.

### 3.3 Staffing changes

Annie Macleod was appointed to the role of Locality Manager and started in April 2016. Caroline Henderson is the interim local area manager for Lorn and Islands Hospital and Pamela MacLeod has been appointed to act in to the role of Local Area Manager, Oban & Lorn Community. Adele Knox is acting team lead for Social Work, currently based at Willowview.

### 3.4 Care at Home Provision

The provision of care at home remains challenging, and will be reviewed in line with the necessity for providers to comply with the Scottish Living Wage requirements. In Port Appin we are piloting a social enterprise model for community care based on the successful Highland Carers model. We aim to recruit to the care co-ordinator post in Appin during August. Regular meetings with homecare providers continue with the aim of improving care provision. Social work team members now attend the daily hospital 'Huddle' and Board Rounds to keep abreast of hospital admissions and facilitate timely discharge home. We have started to explore with health colleagues joint working at a neighbourhood level to identify where there is duplication and scope how staff can be more co-ordinated in local areas.

### 3.5 Delayed Discharges

The rapid improvement work that has been carried out over the last few months (180 days) grounded in NHS Highlands quality approach has yielded many improvements including more information for patients, proactive discharge planning and reduced length of inpatient stay from an average of 8 days to 5.5 days.

A trial of 4 assessment beds has been introduced from 1<sup>st</sup> August to enable patients who need longer time in hospital than A&E can provide for investigations and management of treatment plans, but do not require to be admitted. This initiative will additionally support patients attending A&E only who require to be seen and treated within a maximum time frame of 4 hours.

### **3.6 Health and Social Care Integration**

Development of Locality Planning groups has commenced following the partnership launch on April 1<sup>st</sup> 2016. . The locality planning groups (LPGs) have been meeting monthly and following LPG workshops there are now three Locality Planning Groups; Oban and Lorn, Mull & Tiree/Coll/Colonsay to ensure plans are tailored to local communities. The outputs of these planning groups will be aggregated into one plan for the Oban, Lorn and Isles area which is targeted for completion by October 2016. The groups so far have identified their priorities (Oban/Lorn & Mull) and interrogated the council and NHS financial information associated with service delivery. The groups are still developing and future meetings will discuss integrated care funds for 16/17, workforce planning and contract monitoring.

The membership of the former locality Improving Care Group are going to support communications and engagement for the area and a first meeting is planned for August.

## **4. IMPLICATIONS**

### **Financial**

- The integrated joint board in June 2016 approved a number of financial savings targets in Health and Social Care. Local teams are now leading project plans to ensure those targets are realised. Delivery of plans is monitored through the West area Operational Management Team on a monthly basis

- **Legal**

None

- **Risk**

The locality risk register is currently being refreshed in line with committee structure of the new Integrated Joint Board.

### **For further information contact**

Annie Macleod, Locality Manager. Email [anniemacleod@nhs.net](mailto:anniemacleod@nhs.net)

Telephone: