

**Open Report on behalf of Glen Garrod,
Executive Director of Adult Care and Community Wellbeing**

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	04 July 2018
Subject:	Adult Frailty and Long Term Conditions Review Performance

Summary:

Reviews of existing Adult Frailty and Long Term Conditions (AFLTC) customers' needs are measured as an indicator which is reported as part of the Directorate's Council Business Plan measures. Performance on this measure has been below target for a number of years.

There has been an increased focus on review performance in 2017/18 and this report provides an update on the outturn position.

Actions Required:

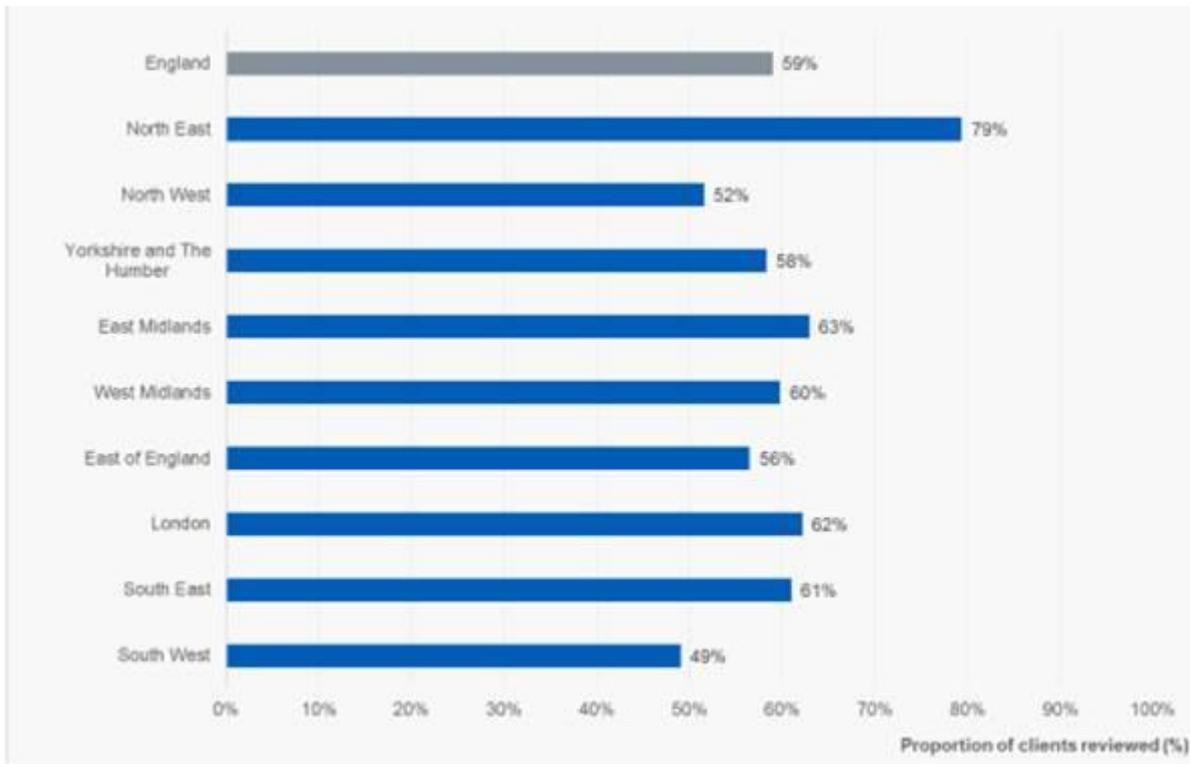
To note the improved performance on review performance and the continued focus on reviews for 2018/19.

1. Background

The year-end performance for 2017/18 shows that 86.1% of Adult Frailty and Long Term Conditions customers have had their needs reviewed during the year. In total 4,004 customers out of 4,469 have had their needs reviewed in the year. This represents a significant improvement on the previous year where 77% of customers were reviewed, and the best performance in recent years.

Year	Performance
2017/18	86.1%
2016/17	77%
2015/16	78%
2014/15	75%

Whilst direct comparisons are not available for this year, Lincolnshire performance is significantly better than regional and national performance for 2016/17



Source: SALT Collection, 2016-17, NHS Digital - See Table 38 in Reference Data Tables

The improved performance is despite the service facing a number of challenges during 2017/18 including the implementation of Mosaic, which whilst now working effectively did initially take time to bed in. Further work was required following go-live to ensure all processes worked effectively and that the migrated data was accurate.

The service has also faced some challenges with recruitment in the year with a number of vacancies proving difficult to fill on a permanent basis. These challenges are also reflected at a regional and national level, with work ongoing with partners to improve recruitment and retention being a priority area within Health and Care. A focused countywide recruitment strategy is currently being developed to ensure that vacancies are filled and therefore increasing capacity to continue to build on this year's review performance is expected for 2018/19.

A number of other measures are being implemented to ensure the continued improvement in performance on reviews in 2018/19:

- Dedicated review teams in each area (East/South/West) are in place to focus on non-residential reviews.
- Care homes will be allocated across the county to specific team members and it will be their task to ensure all referrals are completed at these sites.

- Area Managers and Locality Leads have met with the County Manager to plan how they will ensure review targets are met in all areas this year.
- Regular updates on the number of reviews completed and reviews outstanding will be available as a dashboard for individual team managers.
- Performance data about reviews will be a standing item at meetings in area teams so that they will be aware of the challenge and the achievement in completing the work in order to meet the targets.
- Supervising staff will monitor review progress with staff at supervision to ensure Mosaic processes are completed in a timely manner.
- A deep dive will be taking place to understand our review processes in line with personalisation and the Care Act 2014 to ensure people are engaging in meaningful and individual service provision.

2. Conclusion

Following the success of 86.1% of reviews being achieved this year, local staff are aware of the importance of the function of reviews and are motivated to continue to progress the task in 2018/19. Completion of reviews are not only a statutory obligation but they also ensure the overall wellbeing of customers who receive a paid service from the local authority whilst ensuring released capacity within the care market when a package can be released.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

No

b) Risks and Impact Analysis

N/A

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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