

Bath & North East Somerset Council

MEETING:	Health and Wellbeing Board (Shadow)
MEETING DATE:	7 th November 2012
TITLE:	Adult Health and Wellbeing Commissioning Report.
AN OPEN PUBLIC ITEM	
List of attachments to this report: Annex 1 NHS B&NES Performance Exception Scorecard Annex 2 Adult Social Care Outcomes Framework Scorecard	

1 THE ISSUE

- 1.1 To provide the Board with a summary of current commissioning performance within Adult Health and Social Care and Housing. The summary report provides an overview at Month 5 for the period 2012/13.

2 RECOMMENDATION

- 2.1 The Health and Wellbeing Board (Shadow) is asked to note the performance as described in the report.

3 FINANCIAL IMPLICATIONS

None directly relating to this report.

4 THE REPORT

4.1 Performance Summary

At the end of August (month 5) we are able to see which areas are performing well against targets and which areas require actions for improvement. Performance against all targets in the Operational and Outcome Frameworks are being monitored by the Partnership Commissioning Directorate.

Performance for the ambulance 8 and 19 minute targets, the 18 week Referral to Treatment targets for both the admitted and non- admitted and the A&E for the 4 hour wait targets continue to be met in August. All of the cancer targets also continue to be met and there have been no further MRSA incidents in B&NES. The RUH were above the trajectory for Clostridium Difficile infections in August (3 actual against a target of 2) but are still meeting the year-end trajectory. The VTE risk assessment target continues to be met at the RUH. Delayed Transfers of Care (DTC) at the RUH has improved slightly at 4.44% in August of which 2.11% were

for B&NES patients. A weekly strategic call to review the DTOC (Delayed Transfers of Care) position is held with Accountable Officers from both B&NES and Wiltshire CCGs.

The proportion of people using social care who receive self-directed support and those receiving direct payments is meeting the target. The proportion of adults with learning difficulties in paid employment is exceeding the August target of 7% with performance at 8%. Most recently two people have gained employment as a resulting of completing the Project Search programme (supported by the Council) and subsequently receiving job coaching support.

The proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services continues to meet its target of 91%. The increased emphasis on the development and growth of re-ablement services over the last year, including a number of new service pilots, has allowed performance to be maintained despite increased demand pressure. Performance of all five pilots was reviewed in September with positive outcomes consistently identified.

The local targets the Partnership are monitoring show that the percentage of carers receiving a service or advice and information as an outcome of their assessment or review is meeting its monthly target of 13.9% and performance continues to improve following the contract award to the new Carers Centre with an increased focus on assessment and service planning for carers. The housing local monthly indicators are also being met for the number of households living in temporary accommodation (26 against a target of less than 37) and the average time for major adaptations to be completed (32 weeks against a 40 week target).

4.2 key areas that are going well

Ref	Issue	Comments	What support is requested from HWB?
1	Urgent Care Review	The patient and public engagement process began at the end of September. An engagement document and questionnaires have been produced and widely circulated. It has also been produced in easy read format for people with learning disabilities. All the information has been made available on the CCG's new website. By the end of October six engagement events will have taken place, four in the evening and two during the day. A range of stakeholders have been invited to participate in helping to complete the impact assessment and equalities impact assessment. These assessments along with a full report of the outcome of the public engagement will be presented to the Wellbeing Policy Development & Scrutiny Panel on 16th November.	To note

Ref	Issue	Comments	What support is requested from HWB?
2	Dementia	The CCG supported four applications to the South of England Dementia Challenge Fund on 21st September as well as supported a RUH application with Wiltshire CCG. A regional panel will review all applications and let CCGs know the outcome by 26th October.	To note
3	Personal Budgets	The proportion of people who receive self-directed support (Personal Budgets). Service user engagement is about to begin in relation to the Personal Budgets Resource Allocation System with a view to implementation during 2013.	To note
4	Hip and Knee pathway	Early data from the hip and knee pathway suggests that the new pathway is leading to significant improvements in quality of life and mobility for patients as well as delivering savings. This pathway was drawn up by the CCG in collaboration with clinicians in secondary care and community services. The pilot is still underway and data continues to be collected and will be reviewed by the clinically led Musculoskeletal Stakeholder Group but early results and patient feedback are very positive.	To note
5	Mental Health	<ul style="list-style-type: none"> Monitoring of specialist mental health service performance and quality continues, especially in relation to the implementation of new services in Primary Care. GP feedback is that services are improving. Further work continues to ensure the care pathways work smoothly across all aspects of care i.e. Crisis to long term care. Development and implementation of psychiatric liaison services in the RUH, community hospitals and care homes in order to prevent admission and facilitate discharge is underway. Recommendations are going to the NHS Cluster Board meeting in October regarding the future commissioning arrangements for AWP. The B&NES report is in the context of continuing improvement in the locality approach to services and the steady achievement of quality assurance measures. 	To note

4.3 Top 5 causes for concern

Ref	Issue	Comments	What support is requested from HWB?
1	Permanent admissions to residential care of people over 65 years.	Although the rate of permanent admissions has decreased significantly from last year's outturn, the performance target is not being met. The impact of alternative step down accommodation for people leaving hospital is positive and plans are in place to increase the number of step down units.	To note
2	Complex nursing and dementia care beds	The key issue continues to be the availability and quality of complex nursing and dementia care beds. Negotiations with providers continue with the aim of increasing capacity within the cost envelope available.	To note
3	Mixed sex accommodation breaches	Performance has continued to deteriorate at the RUH with 4 mixed sex accommodation breaches in July and 17 breaches in August which places the RUH as an outlier regionally and nationally. Again performance notices are being issued and the RUH have been asked to revise the EMSA action plan to focus on practical actions to change Medical and Surgical Assessment Units (MAU/SAU) that will prevent future breaches.	To note
4	Adult Safeguarding	<p>203 safeguarding referrals have been received at the time of writing this report. This is an increase on the equivalent period last year of 60% (121 received from April – August 2011/12). AWP have seen a similar number of referrals for the same period and the increase is being managed by Sirona Care and Health. Sirona are commissioned to provide the duty response to the referrals; however such a significant increase will impact on their capacity as timescales are short and they have two days to decide whether the referral reaches the threshold to progress to a strategy meeting.</p> <p>However the increase in referrals has not led to the same percentage increase in cases going to strategy meeting or onto investigation. During April to August 2011, 90 strategy meetings were held in comparison to 103 in the same period for 2012; this is a percentage increase of 9% and for the number of cases progressing to investigation there was an 8% increase. Although more referrals are being received they are not meeting the threshold of "significant harm".</p>	To note

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5	Children's Safeguarding	<p>The Partnership are all working towards strengthening the existing governance in relation to the safeguarding children activity in RUH, the RNHRD, Oxford health, AWP, GWH (maternity) and Sirona.</p> <p>The Designated Nurse Safeguarding Children anticipates that there will be a further inspection by Ofsted/CQC between March – June 2013 if not before.</p> <p>A key line of enquiry is likely to be how the PCT interrogate the evidence from the providers about their safeguarding arrangements and how confident the PCT are that the CQC improvement plan has had an impact on safeguarding activity.</p>	To note

5 RISK MANAGEMENT

5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

6 EQUALITIES

6.1 Any equality issues are highlighted in the full performance report.

7 CONSULTATION

7.1 Not applicable to this issue.

8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 Service performance impacts on a wide range of issues including Social Inclusion; Customer Focus; Sustainability; Human Resources; Young People; Human Rights; and Impact on Staff.

9 ADVICE SOUGHT

9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

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Background papers	None
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