

ITEM 5

Overview and Scrutiny Committee Assessment and Reablement

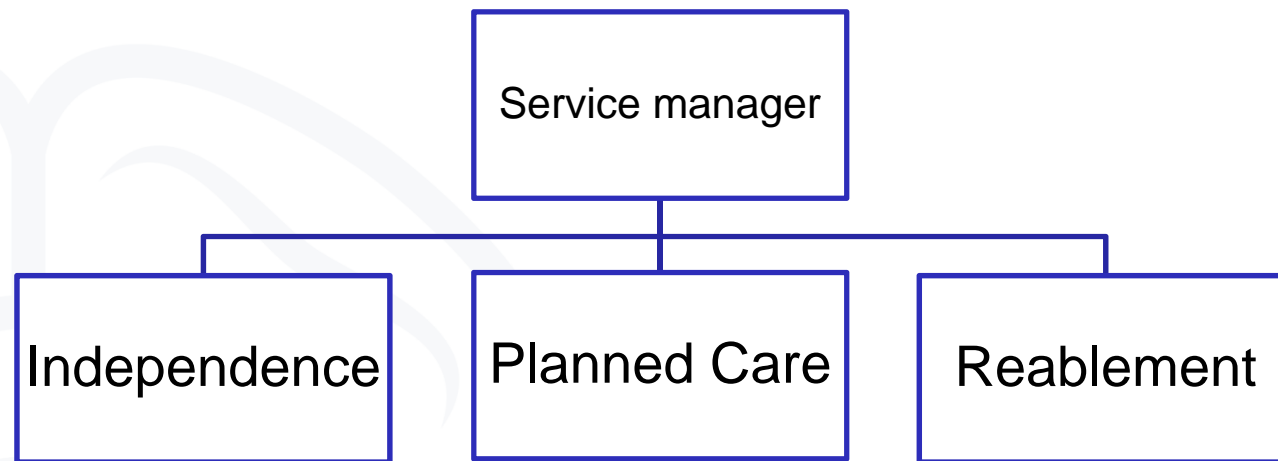
29 June 2017

Rachel Bowes, Assistant Director Care
and Support

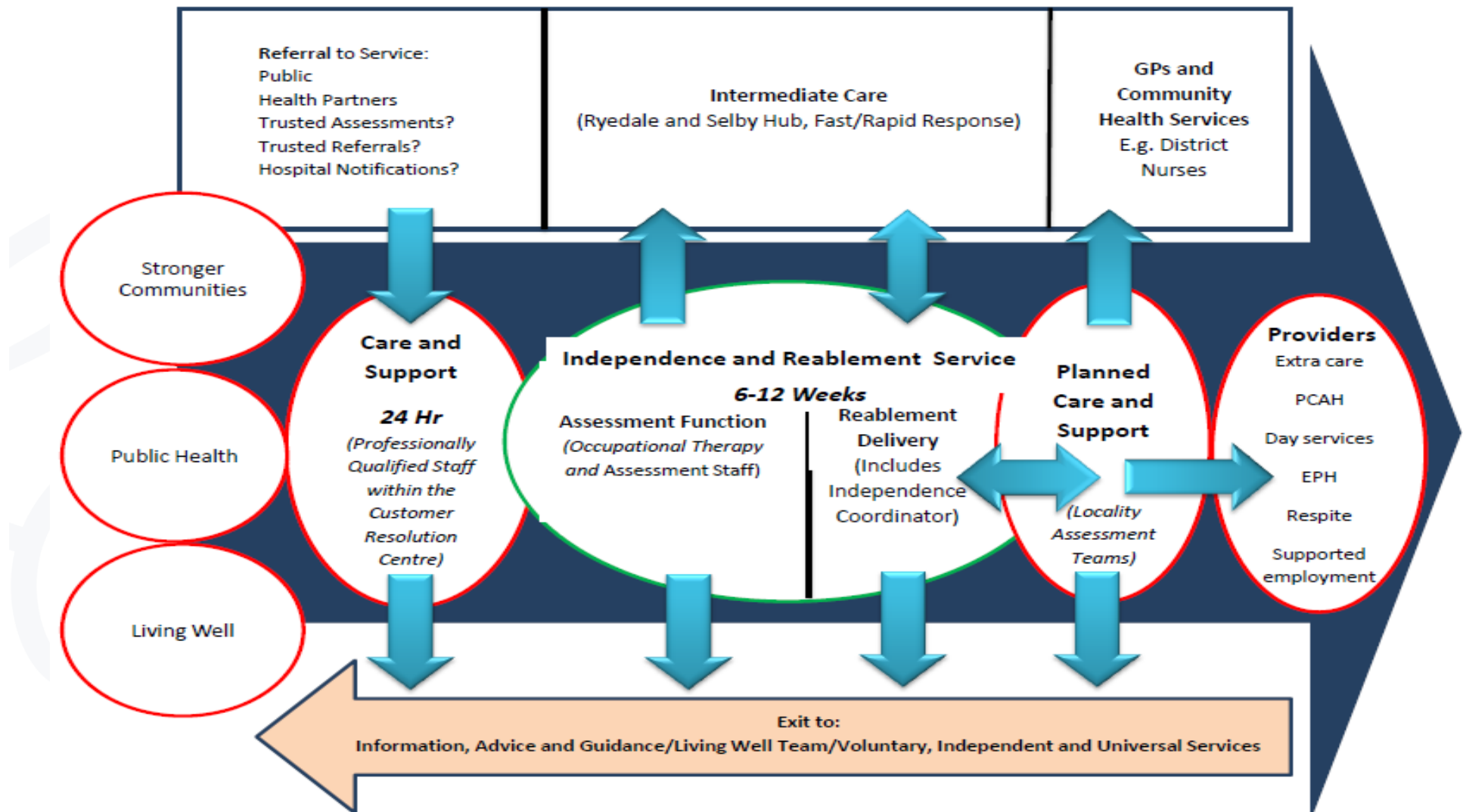
Locality teams:

Head of Locality:

Service Managers:



The new operating model

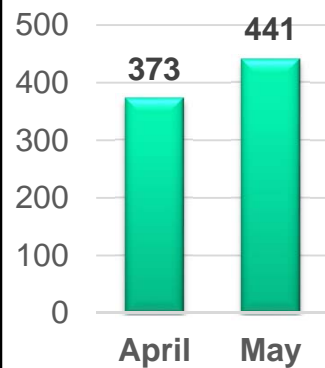


Strong Front Door – Customer Service Centre

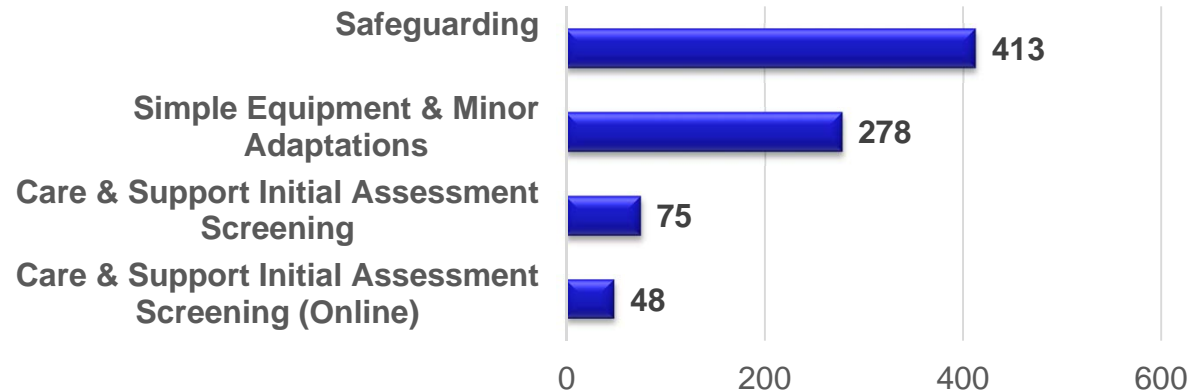
A single dedicated point of access for the public, an initial point of contact for professionals into adult social care in North Yorkshire and, where possible, maximising opportunities to respond to enquiries at this point, which includes Adult Social Care Professionals being based in CSC, on-line assessments for some areas, validation of assessment and resolution at CSC (e.g. simple equipment).

Care & Support (CRC) Team

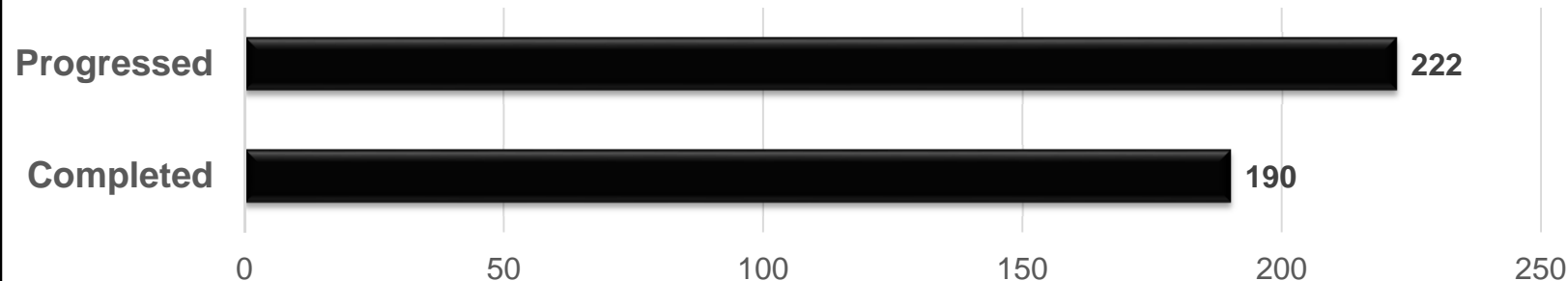
Monthly Totals



Workstreams



Safeguarding Contacts Dealt with by C&S Team



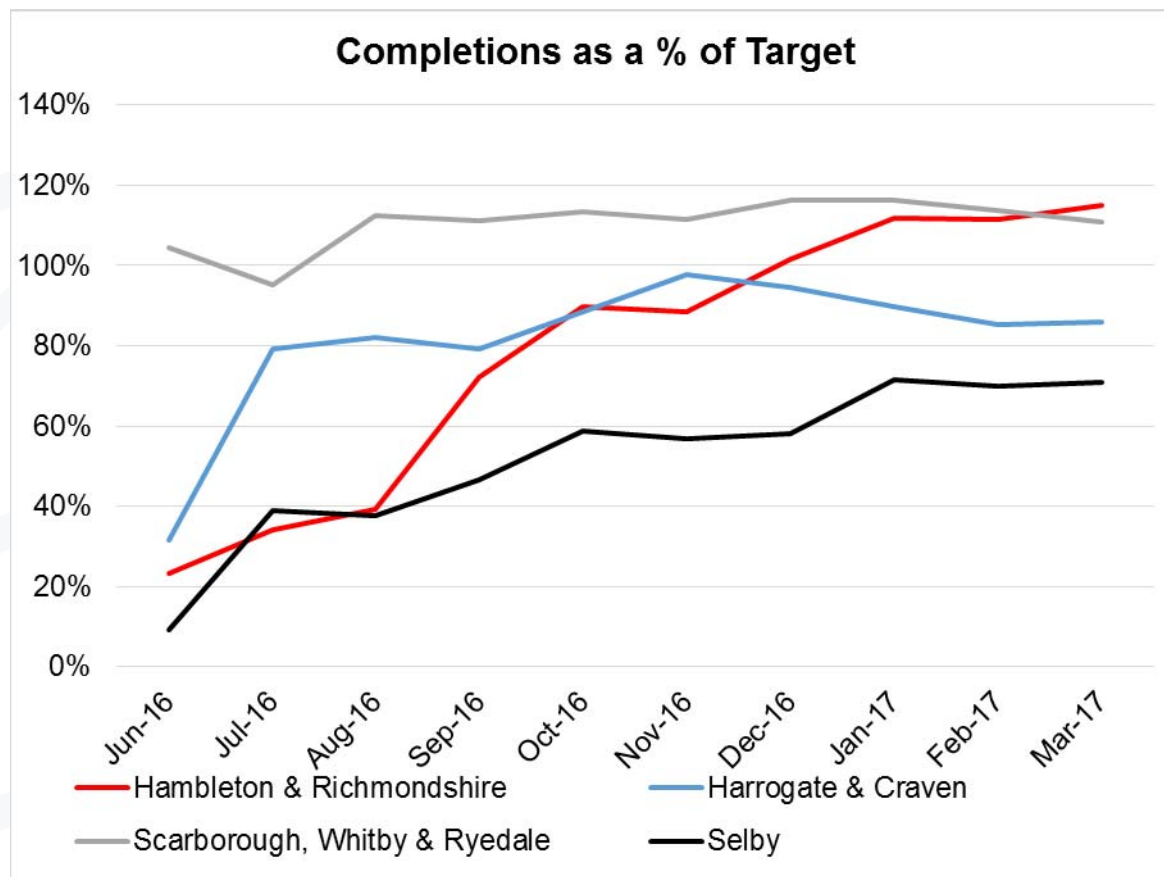
Independence and Reablement

The focus is on supporting individuals to maximise their independence, including preventing unnecessary hospital admission and premature admission to long term residential care, providing early well planned safe discharge from hospital and a rapid response to urgent need. This can include a period of reablement for those who are identified as having reablement potential.

Outcomes (From 3039 people supported)	14 days	35 days	91 days
Number of people remaining in community	3039 (100%)	2882 (94.8%)	2442 (80%)
No package	2789 (91.77%)	2594 (90%)	2334 (95.5%)
Decreased package	113 (3.7%)	134 (4.6%)	91 (4.1%)
Same level as reablement package	41 (1.3%)	46 (1.6%)	21 (0.95%)
Increased package	96 (3.1%)	108 (3.7%)	40 (1.9%)

Planned Care

Planned Care and Support support people with long term social care and support needs as well as supporting their carers through better care co-ordination, support interventions and through commissioned services. The provision of support includes Deprivation of Liberties, Best Interest Assessments and Safeguarding Investigations (enquiries).



Revised PB Compared with Starting PB	3-month Review		6-month Review		10-month Review	
	No.	%	No.	%	No.	%
Lower	155	42%	342	38%	539	35%
No Change	125	33%	291	32%	460	30%
Higher	94	25%	275	30%	529	35%

2017-18 Priorities:

- Continue to work to the principles of the restructure (Improved customer experience / outcomes, flexible workforce to respond to opportunities for working with partners, best use of public monies)
- Recruit to vacant posts
- Develop the skills and confidence of the whole Care and Support teams
- Embed strength based approaches throughout all processes
- Benchmark performance following the restructure
- Support the work of 2020 projects
- Prepare for phase 2 of the Care and Support restructure



Questions?