

ROTHERHAM METROPOLITAN BOROUGH COUNCIL
Neighbourhoods and Adult Services
Health and Wellbeing

Quarterly Briefing Note to Cabinet Member for Adult Social Care
Community Services, Assessment & Care Management

- **Social Care Assessment for adults**

The purpose of a community care assessment is to identify and evaluate an individual's needs and how these needs impose barriers to that person's independence and/or well-being. Information derived from an individual's assessment should be used to inform decisions on eligibility. Where eligible needs have been identified, an appropriate support plan can then be put together in collaboration with the individual, describing the support they draw upon to overcome barriers to independence and well-being.

- **Assessment Direct & Assessment Teams**

Assessment Direct are the access point for Adult Services Social Care enquires. Assessment Direct Officers will establish all contact details, full name, address and details of the concern. All Safeguarding concerns are responded to quickly (within 24 hours).

At the point of access all customers in need of home care support are considered for RMBC Enabling Service. The service is available to people who are not in receipt of any help and is free for up to 6 weeks.

Assessment Team will progress initial referrals, urgent duty calls where a more urgent response is seen to be needed and respond to any Safeguarding concerns, screening alerts from Assessment Direct for new customers not already in receipt of services.

Both teams will complete initial Proportionate Assessment (over the phone or in the person's home). If ongoing service is required a full Social Care Assessment (ISCA) is completed before the case is sent onto the appropriate team for future reviews.

- **Community Teams**

Two community teams, North and South Unplanned Review Teams, who deal with all contacts in relation to existing Social Services customers aged 18 and over and one Central Planned Reviewing Team. Reviews/Reassessments are undertaken by either a Social Services Officer or a Social Worker depending on the complexity. Assessments are often undertaken in liaison with partner agencies such as Health. Following the reassessment based on level of risk, workers look at creative care planning, outcomes, community resources to meet our customer's needs. We have seen an increase in Direct Payments, offering more choice and control to our customers. Work is currently underway to look at achieving the best outcomes for our customers with Continuing Health Care needs.

Hospital Social Work Team, provide social care support/assessment to adults on acute medical wards, Rotherham District General Hospital. Working closely with health colleagues to ensure customers/patients stay no longer than necessary in a hospital bed when assessed to be medically fit and ready for discharge. Working under current legislation Community Care Delayed Discharge Act, responding to notifications from the hospital ward to request for assessments within the allocated time.

Community Mental Health Team, Older People Service, is part of an integrated service with RDASH mental health. The team work closely with mental health colleagues providing social care support/assessment both to adults in the community and on the older people mental health unit based on the grounds of Rotherham District General Hospital.

- **Performance**

- NAS1 Percentage of clients receiving a review**

- 2012/13 score 93.1% which has improved slightly on 2011/12 score of 93.08%. Performance improved, benchmarking awaited for 12/13, but last year 93.08% was top quartile in comparator group and achieved 2nd ranking in Y & H region.

- NAS 69i Social care assessments completed within 28 days from receipt Of contact**

- 2012/13 score **93.72%** which has **improved** on 2011/12 score of **83.25%**
Step improvement reported on the proportion of Adult social care new assessments completed within 28 days, 93.72% achieved by outturn, improving significantly on previous year score of 83.21% and reflects excellent performance. This outturn moves Rotherham's Yorkshire & Humber ranking up from 7th to 1st of 15 based on the last available national 11/12 benchmarking data (no longer collected).

- Ex NI133 Acceptable waiting times for care packages** - data unavailable to calculate Comparator/Y&H authorities

- 2012/13 score **97.6%** which has **improved** slightly on 2011/12 score of **97.5%**

- Performance in respect of proportion of Adult social care packages of care in place within 28 days out turned at 97.6%, achieving 97.5% target. Ensuring timely provision of services to meet customer's assessed needs. (This measure is no longer reported nationally, so no benchmarking data available)

- **Good News Story**

- Hospital Social Worker with support from the Team Manager had to work swiftly on an urgent case week commencing the 03/06/13 which resulted in an emergency court order being made by RMBC for orders under the Mental Capacity Act, this was to determine where Mr X should reside and what steps should be taken to protect him from potential physical abuse. The court order was in place before the end of the week and the judge was highly complementary of the actions of the team, commending them for getting it to court so quickly.

Michaela Cox
Service Manager, Community Services