

MEMO

COMMUNITY SERVICES

Community Support

Director: Douglas Hendry

Date: 22 April 2008

Extension:

To: Cllr MacIntosh
Cc Douglas Hendry, Director

Your Ref:

From: Jim Robb, Head of Service Adult Care

Our Ref: AS/SMcL

ADVERSE INDICATORS QUARTERLY PERFORMANCE REPORT OCTOBER – DECEMBER 2007

Background

The number of unallocated cases recorded across adult services was 321 from October-December 2007. The figures from January to March 2008, records a 37% reduction to 246 cases. This has been achieved by management action through close weekly scrutiny of unallocated cases and an ongoing data cleansing exercise on Carefirst IT system by managers. This activity has secured significant reductions in the overall level of unallocated cases to date.

The global figure of unallocated cases is not an accurate reflection of unallocated cases and is misleading. Currently the recording of unallocated work on Carefirst is not accurate. A significant number of the unallocated cases have already been assessed and receiving service but presently not allocated to a specific worker on Carefirst. Typical of this are clients attending day services and clients resident in care homes where a service is being provided and day/residential staff manage the case on a day by day basis.

Action- New assessment and care planning procedures will be launched on 15th May 2008 and the launch of the new Care Assess module in June will allow all cases which have been assessed and receiving service to be allocated to a Care Co-ordinator (day/residential staff) on Carefirst for the first time. I.T have installed computers to all the residential/day units to facilitate this action. This will result in a significant decrease in the number of unallocated cases and allow accurate reporting of unallocated cases. The definition of unallocated cases from this point will specifically relate to clients who have not been assessed or receiving a service.

Action

By the next reporting period, April – June 2008, the figure for unallocated cases will significantly reduce by the allocation of work to Care Co-ordinators on Carefirst. Additional narrative has been added to the return presently due that provides the context for the Audit Committee etc as summarised here

The number of assessments waiting over 56 will continue to reduce through weekly management action by managers in Older People, Mental Health and Learning Disability. There continues to be an ongoing issue with the lengthy waiting times for Occupational Therapy services which will be reported separately to the DMT as previously agreed.

The number of adults waiting a service after SSA will reduce by the identification of appropriate providers and funding.

Conclusions:

- There will be a significant reduction in unallocated cases across all adult services with the introduction of the new assessment and care planning procedures and introduction of Care Assess module in June 2008. For the first time much of the unallocated work currently on Carefirst will be allocated to care Co-ordinators.
- Unallocated cases will then be classified as “not assessed or receiving a service”.
- Further reductions in assessments over 56 days will be secured through weekly management action to ensure timescales are met for SSA.
- Reductions in adults awaiting service following SSA will be secured through the identification of providers and resources.

Please do not hesitate to contact me to discuss this matter in further detail if required.

Jim Robb
Head of Service, Adult Care