

Adult Social Care Winter Plan 23/24 - Mid Winter Position Report

Author: Richard Groves, Head Of Service for Access and Prevention

Director: Sara Storey

Portfolio Holder: Cllr Linda Woodings

Introduction

The Council puts plans in place each winter to ensure that Adult Social Care needs are responded to effectively during the winter period when demand is usually higher.

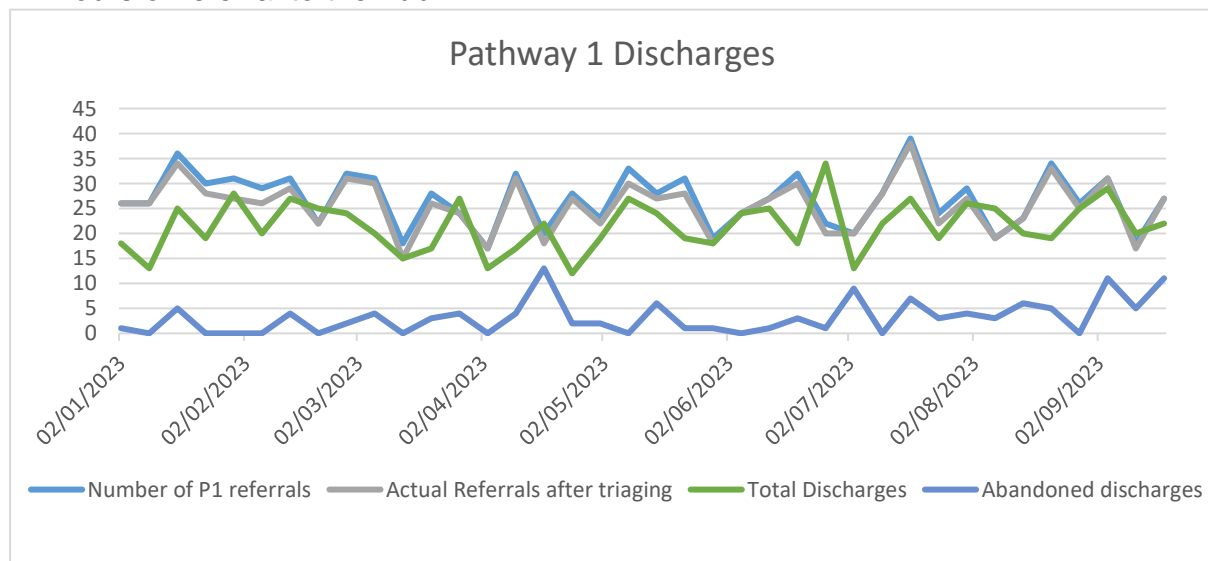
Planning

The Council has followed the guidance set out by the Department of Health and Social care in 2021 when devising the plan which sets out the key actions that have or will be taken to ensure citizens continue to receive the care and support they need.

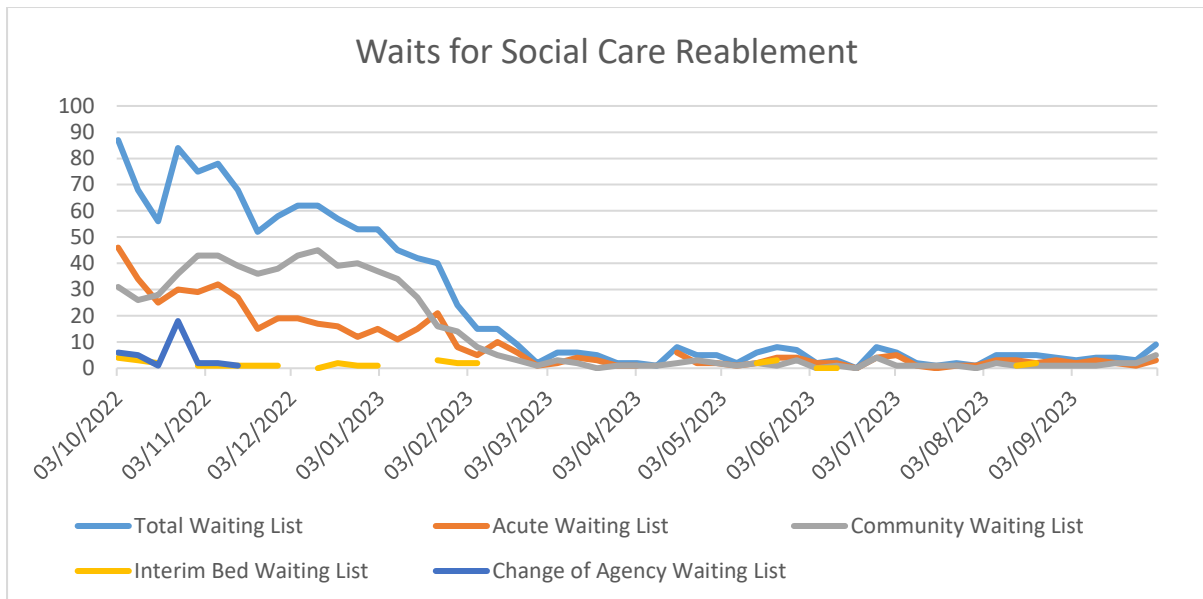
Those key actions, the City Council will be taking in collaboration with the NHS, care providers, citizens with care and support needs and their families and carers. Working together will ensure that high-quality, safe and timely care is provided to everyone who needs it, whilst protecting people who need care, their carers and the social care workforce.

Position going into winter

- Overall Management of discharge flow remains good. Transfer of care Hub fully embedded in operational practice with most supported discharges achieved in 24 hours of referral to the hub.



- Waits for Social Care Reablement have remained in single figures since March 23.



- Use of interim beds has reduced to just the 2 internal Nottingham City Homes and a total of 10 beds.
- Further revision of the thresholds for the Operational Pressures Escalation levels to capture new ways of working (Opel). Consistently reporting Opel 2 (amber) from March 23 where previously reporting Opel 4 the highest level of operational pressure.
- Significant pressure across social care in terms of waiting times for assessment, reflective of the national landscape.
- Transfer of care Hub has begun piloting referrals from Pathway 2 settings (Discharges requiring a period of rehabilitation or assessment in a community bed) that step down into Pathway 1 (supported discharge).

Delivery of Adult Social Care Winter Plan

- Engagement with partners through existing system calls, Discharge cells, Market Management Cell and the greater Nottingham/shire joint bulletin.
- Reablement from Hospital continues to be the preferred option for supporting people on pathway 1 (supported discharge) to promote independence.
- Additional capacity created within homecare through block contracts, brokerage and spot contracting with providers, continues to feature, ensuring resilience in the homecare market to support discharge.
- There is a strong working relationship with system partners across all strategic and operational levels of the Council.
- Supporting the resilience, health and well-being of our workforce through regular and meaningful engagement with Managers and senior leadership.

Impact of winter pressure planning

- Significant reduction in citizens waiting for Reablement through optimization of additional capacity and brokerage within the Care Bureau.
- Discharge Fund has ensured continuation of additional homecare capacity.
- Reduced use of block interim bed capacity.

Impact of Winter Pressures: Workforce

- Workforce position has improved as result of the implementation of the pay and progression model, with turnover rate for Social Workers improving from 22.73% in 21/22 to 10.91% in 22/23.
- Use of the Market Sustainability and Improvement Fund creating additional resource for the Adults Transformation Programme to support reduction in waiting times for assessment.

Demand pressures

- Hospitals continue to see significant pressures through unplanned admissions, ongoing strike action, combined with a backlog in elective care.
- Demand for Social Care continues to increase in both number and complexity impacting the ability to intervene early/apply prevention.
- Anticipated winter pressures from October - however pressures maintained consistently throughout the year.
- All health and care organisations are impacted – the ambulance service, primary care, etc. as well as acute care.

Achievements

- Waits for Social Care Reablement have remained in single figures since March 23. A significant achievement given the position in September 22 of 177 people waiting.
- Use of interim beds has reduced to just the 2 internal homes and a total of 10 beds. A reduction from 6 homes and 40 beds since March 23.
- Adult Social Care has supported NUH to maintain good flow into the community from Hospital and demonstrated resilience and responsiveness at times of critical need.
- Work through the Adult Social Care Transformation Programme continues to address the number of outstanding reviews.

Next steps

- Utilisation of the Government granted, Market Sustainability and Improvement Fund to increase temporary assessment staff to:

- Support the reduction of waiting lists in Adult Assessment
 - Fund uplifts in the external market.
 - Extend Brokerage function.
- Urgent and Emergency care transformation programme commencement
 - Reducing Residential placements.
 - Promoting more independent living.
 - Reducing admissions, ambulance delays, delayed discharges and wait time in A&E.
- NHS Digital bid to secure activity monitoring and wrap around care to support hospital discharge in progress.
- The Adult Social Care transformation programme continues to be a feature of service improvements with new projects commencing around the use of assistive technology, supporting community interventions and developing strength based approaches.
- Develop the role of trusted assessors in Social Care Reablement to reduce the number of contacts a citizen receives whilst being assessed for their care and support needs.
- Expand referrals into the Transfer of Care Hub from Pathway 2 setting, Lings Bar, to included City Care.
- ICB preparing winter mitigation plans with system partners.