

ADULT SERVICES AND HOUSING POLICY AND SCRUTINY PANEL



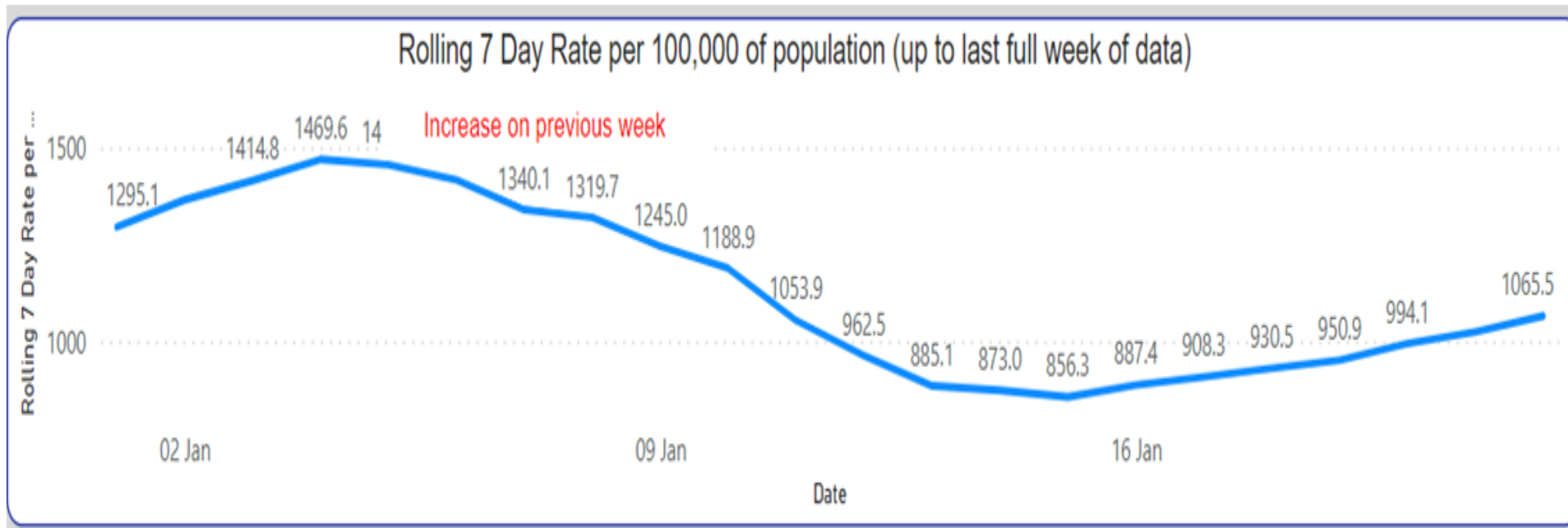
- Winter Pressures Update– Hayley Verrico



Covid

Cases remain high but national restrictions eased, gives a false reality to the public of the pressures within the health & social care system.

Throughout January, early February, case rates locally increased again back to over 1,000 per 100,000. You can see how it has fluctuated over January on the graph below

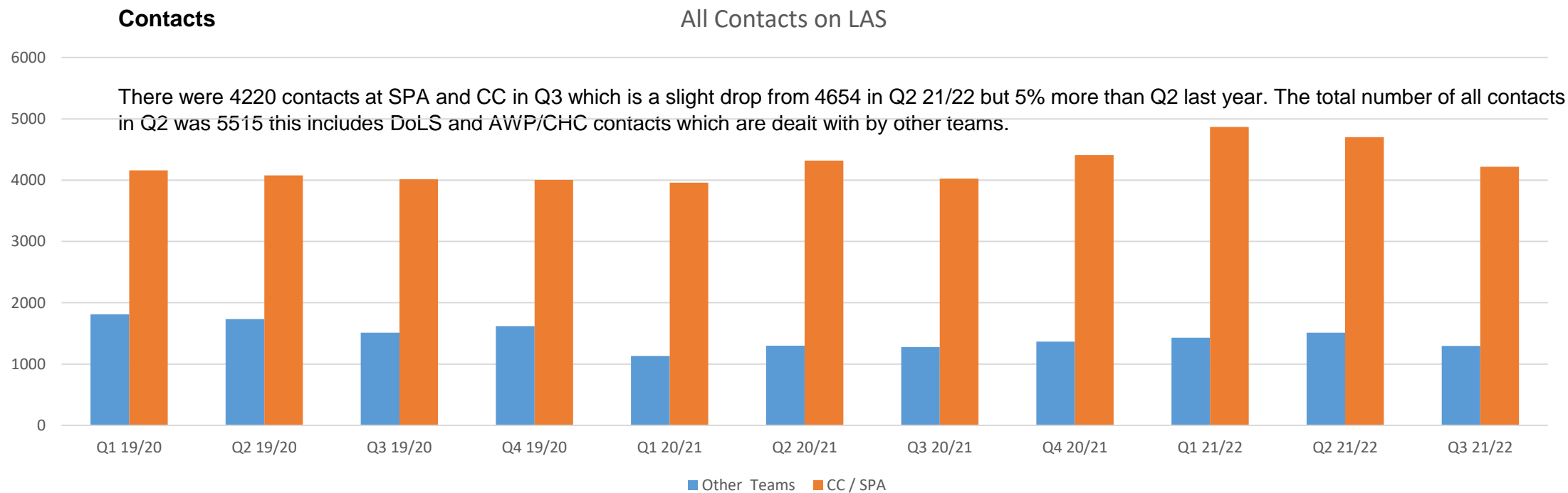


Acute pressures

- Weston General Hospital – numerous covid outbreaks and norovirus. Substantial number of beds closed
- ED often full with patients bedded in ED overnight
- Diverts from WGH to Bristol Acutes
- Ambulance queues at all ED's and response times for category 1 & 2 emergency calls not meeting nationally set response times
- Electives cancelled across all specialities and 104 week wait has doubled for some surgery
- Staff absence rates high
- No Right to Reside list increasing, concern that data on this isn't reliable
- System Operation Group stood up
- Numerous meetings daily
- NHSEi spotlight on the system

Adult Social Care pressures

Contacts into the Single Point of Access



Adult Social Care activity

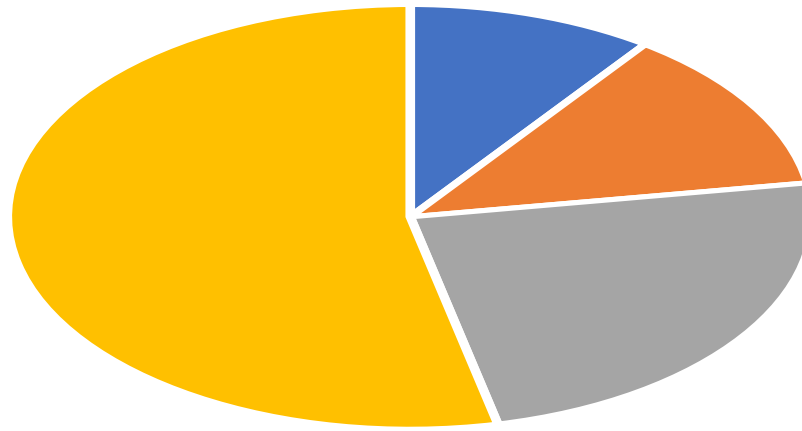
Contact Type

Contact Type	Q3 21/22
Carers Assessment Request	187
Request change to service	40
Request for Care Assessment	1002
Request for Information	61
Request for OT Assessment	1122
Safeguarding Adults Concern	1166
Welfare Concern	468
Self-Funder Request for Support	105
All Other Reasons	69
Total	4220

The levels of Care Assessment, Occupational Therapy Assessment and Safeguarding were down from Q2 and slightly less than same quarter last year but remain higher than received in any of the previous 3 years

Community Service Provision

Community Service Provision



- Day Care
- Supported Living
- Direct Payments
- Domiciliary Care

Community services

1275 service users were receiving long-term community services at the end of Q3 down from Q2 where it was 1328.

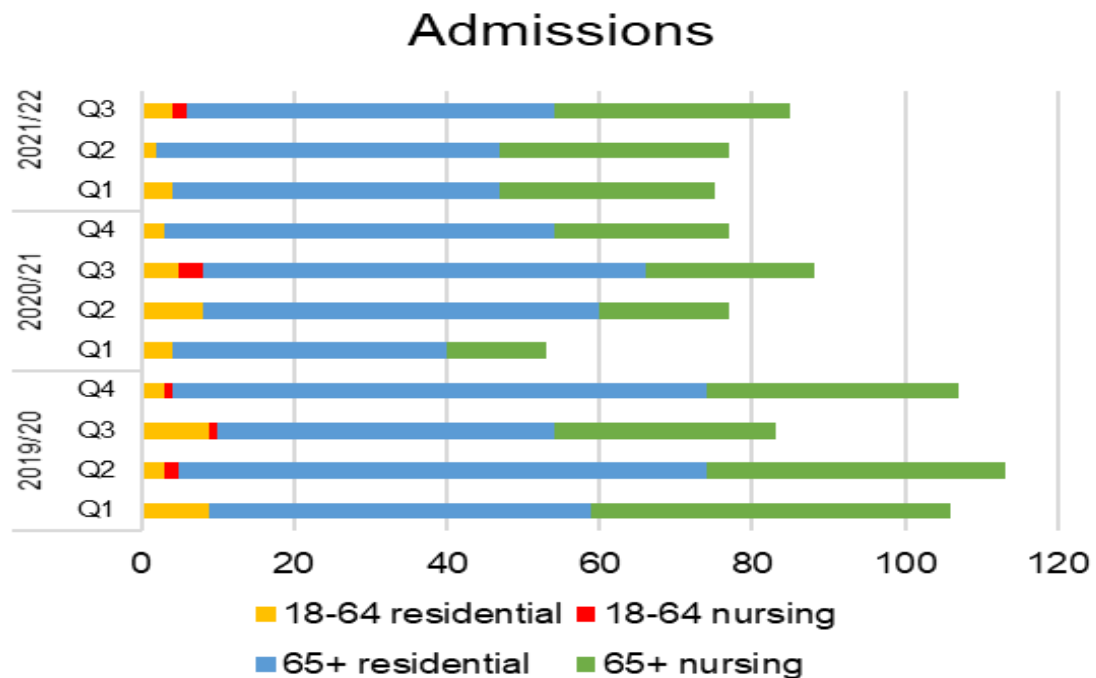
Services for long term community services are as follows:

- 139 Day care
- 176 Supported living
- 338 Direct payments
- 751 Domiciliary care

*A person may have more than one service

Admissions data

Care Home/Nursing admissions



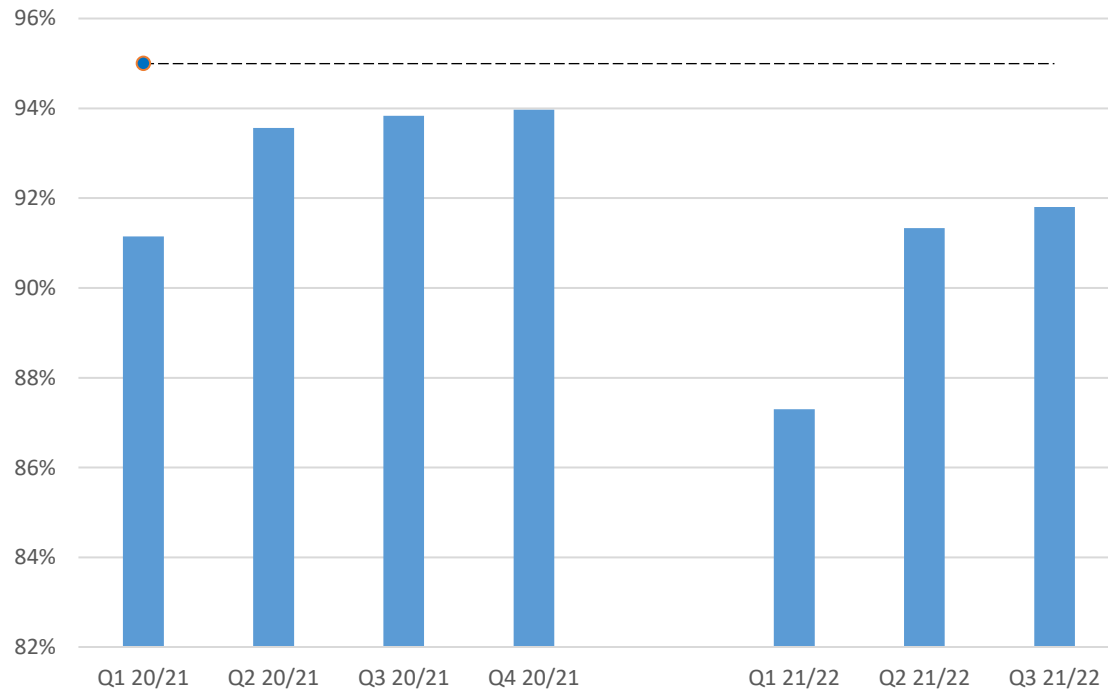
Care home/nursing admissions

Care Home Admissions were up slightly again in Q3 to 85 in total, there were 77 in Q2.

Over 65 Nursing admissions were at 31, 1 more than Q2. Residential was up on Q2's 45 at 48. 18-64 Residential admissions = 4 for Q3 there were 2 admissions in Q2. There were 2 18-64 Nursing admissions.

Safeguarding

Safeguarding



Safeguarding

Performance for this measure is cumulative for each quarter (target 95%)

As of the end of Q3, 2021-22 92% of MSP outcomes for adults were either achieved fully or partially achieved –

Community Health Provision

- **Primary Care swamped resulting in people migrating to ED's**
 - Increase in anxiety and depression
 - Long covid
 - Health conditions including long term not reported to GPs during covid
 - Increased acuity in the community
- **Sirona Health Care**
 - Significant staff absences especially in the Weston area
 - Recruitment issues
 - Lack of therapy to support people to stay at/return home
- **AWP/Mental Health**
 - Lack of inpatient beds locally and nationally
 - Increase in mental health presentation

Provider Market

- Occupancy not at pre pandemic levels
- Competition for staff/Brexit
- Staffing challenges as a result of the mandatory vaccine (U Turn) but staff have left the sector
- Omicron outbreaks – staff and residents
- Financial Challenges
- Inflation/cost of living
- Fuel costs
- Increase in national living wage
- Insurance costs
- Travel costs for domiciliary Care

Housing Solutions

- Housing Strategy development
- 'Everyone In' policy continues
- Development of supported housing options continues

BUT

- Number of homeless has increased – no local connection to North Somerset
- Property prices are increasing as is rent – over and above local housing benefit rates
- Residents incomes are being affected by cost of living increases
- Eviction proceedings have been reinstated
- A risk that homelessness and poverty will increase

Actions to address pressures

- Support to care providers continues
- Bid to the CCG for additional resources to tackle the backlog of assessments
- Bid for additional staff SPA/DoLS
- Ensuring that we apply strengths based assessment principles
- Referring to low level support provision – Wellbeing/Care Link/North Somerset Together/Tec/Reablement
- Continue to review care packages to ensure appropriate levels of care are being delivered
- Bids for one off carers grants
- Staff care and support – back filling all vacant posts
- Recruitment of Head of Service:
 - ✓ Strategy & Commissioning
 - ✓ Service Development
- Tec practitioners

Summary

- The covid legacy will be with us for a long time to come
- Elective surgery waiting lists will take a long time to address
- Budgets will continue to be squeezed
- Provider financial sustainability will continue to be an issue
- Recruitment to the care sector will remain challenged
- We will respond to residents as quickly as we can and prioritise urgent case work
- Will progress with reablement and tec developments to reduce the demand on limited domiciliary care capacity
- Continue to develop carers services
- Offer more flexibility via direct payments
- Develop extra care and supported housing provision
- Tackle homelessness/risk of homelessness
- Provide a good quality and robust service to our residents