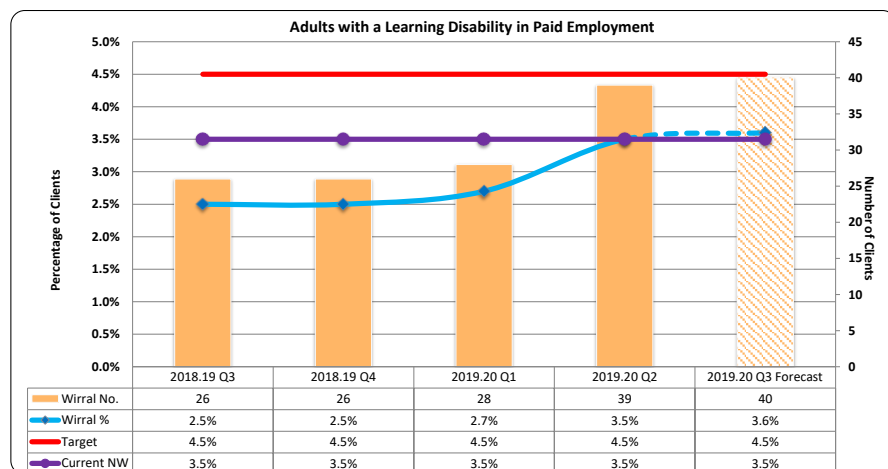


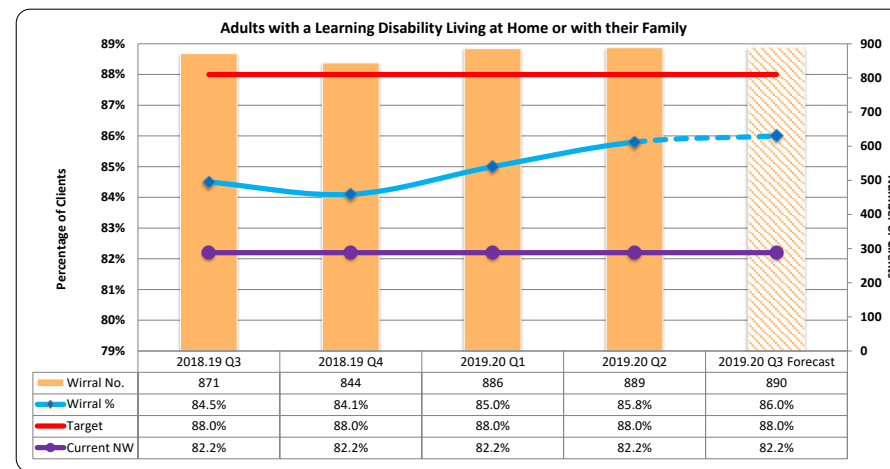


ADULT HEALTH AND CARE PERFORMANCE OVERVIEW

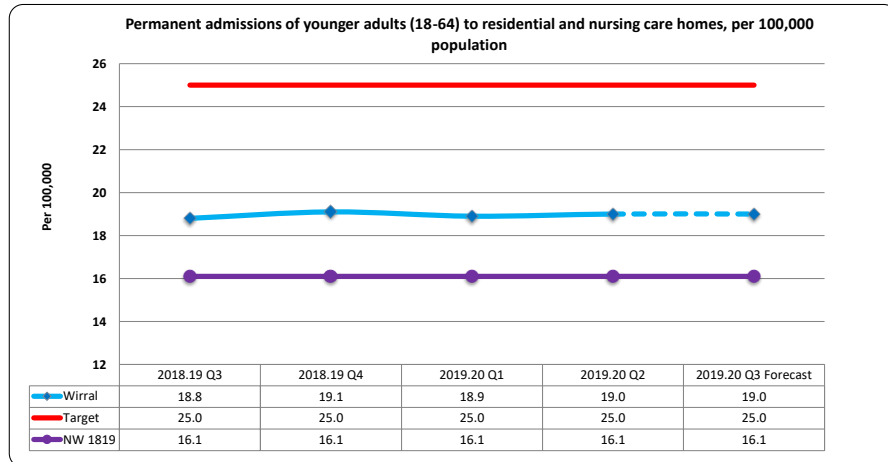
2019/20 QUARTER 2



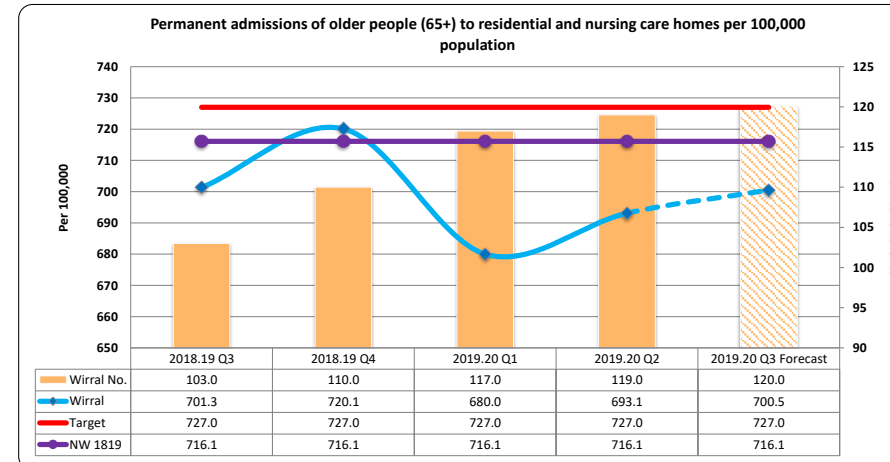
A total of 39 people (of 1,061) with a learning disability are currently in paid employment. Although this falls short of Wirral's target, performance at the current rate is consistent with the North West average. The Council has recently been awarded Disability Confident Employer status and is becoming a Disability Confident Leader in conjunction with the Wirral Chamber of Commerce. A programme of internships is being developed with Wirral Met College and the DWP have an employment advisor working with disabled people and small businesses.



There has been a slight increase since the last quarter. The plan to develop further extra care units for people with a learning disability will support the continued improvement on this indicator. Work is under way with delivery partners to ensure that people's accommodation status is correctly recorded in all cases. Current performance is above the North West average.

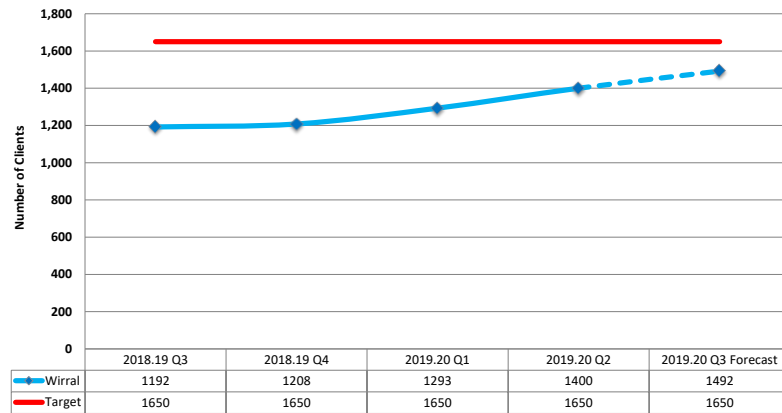


Wirral continue to focus on providing support to people in their own homes. A small number of working age adults have such complex needs that they require care home provision where we cannot meet their needs in a community setting. We continue to develop services to support people to remain in their own homes including a broader range of supported housing.



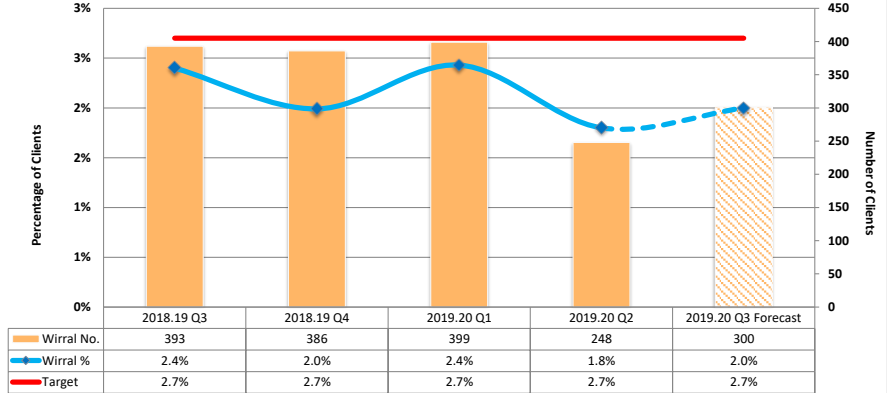
The council is promoting independent living increasingly, however there has been an increase over recent months which correlates with high levels of demand for all provision. We continue to invest in intermediate and reablement services to maximise individual opportunities to return home. We continue to perform well and are meeting the target.

Number of People placed in a long term residential / nursing home bed (Aged 65+)



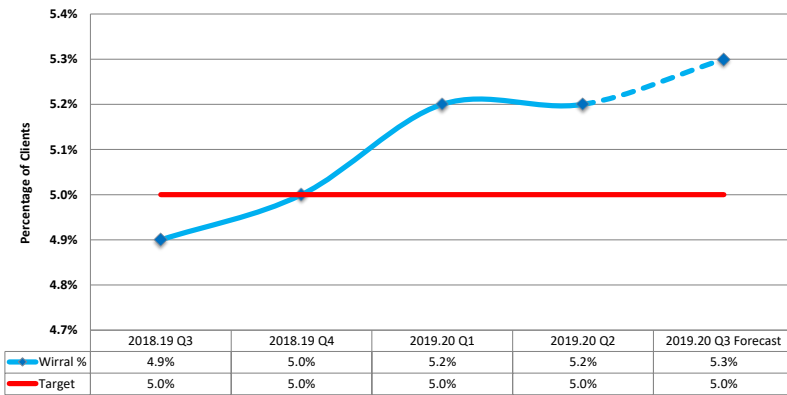
Wirral continues to focus on supporting people to remain in their own homes. Performance demonstrates a consistent picture of older people being supported in the community and fewer placements into long term care homes.

DToC - Delayed Transfer of Care



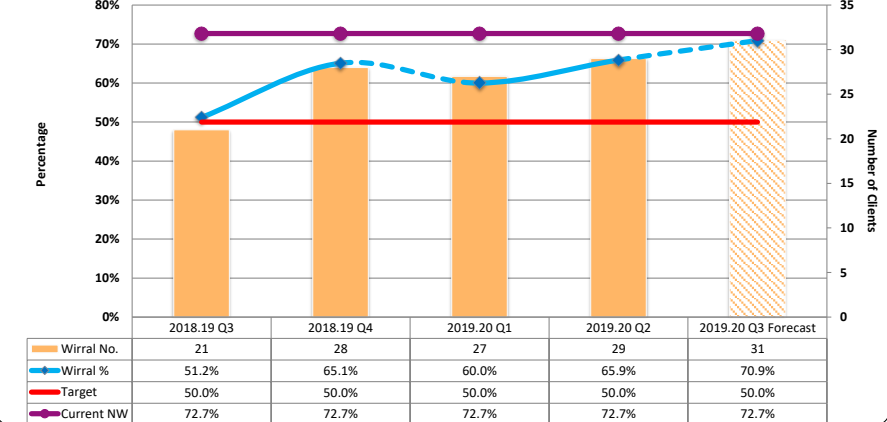
High levels of demand through the winter period can have a significant affect on DToCs. Local teams have maintained excellent performance within the upper quartile nationally during this period however it is likely that as pressures increase their will be a small shift upwards, however it is highly likely that the target will be met.

Proportion of new requests for support resulting in long term services



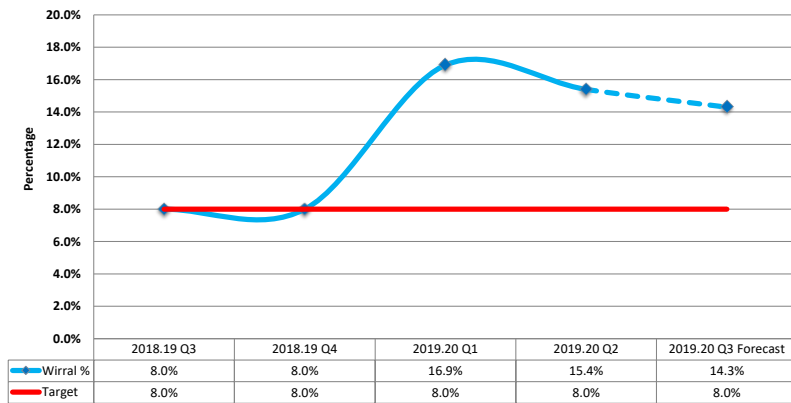
The service continues to perform well and is supporting the majority of people making a new request for support with information and advice, preventative and reablement services and short term care for the time that it is needed.

% of Beds in Nursing Homes rated as 'Outstanding' or 'Good'



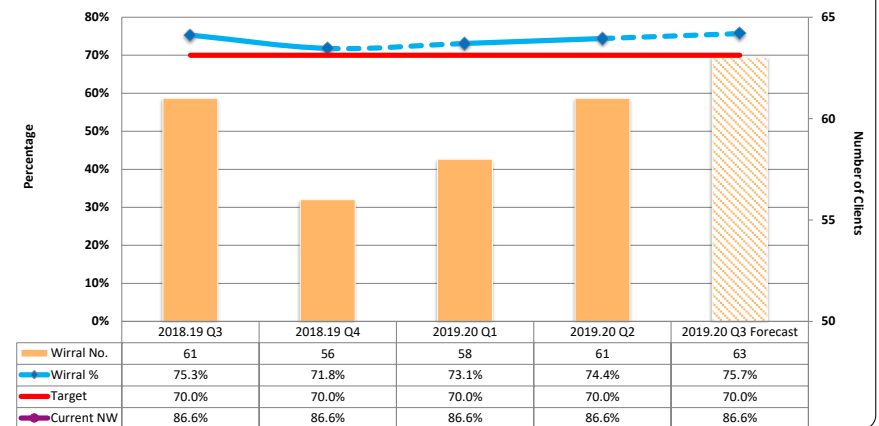
CQC inspections will continue throughout the year and we should ensure we support homes to achieve a 'Good' or 'Outstanding' grading. We continue to work with providers who require improvement and are performing to target with a sustained improvement across the sector. We have seen an improvement in quality ratings of Wirral nursing care homes.

% of Beds available in Residential and Nursing Homes



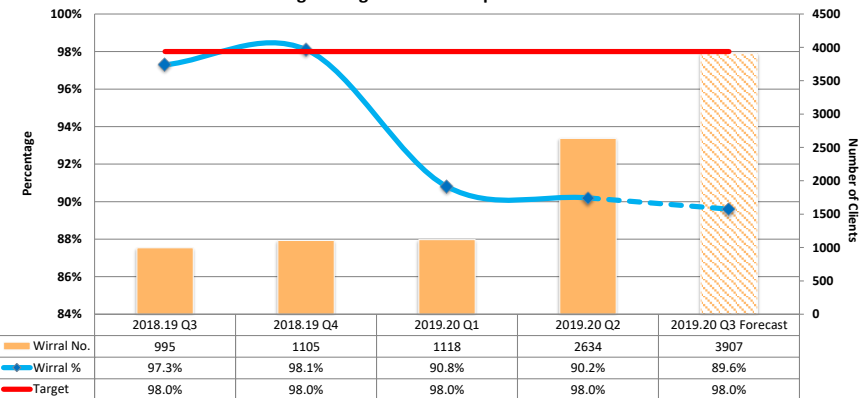
There is capacity within the system to cope with any unforeseen rise in demand, whilst maintaining a level that is sufficient to allow private establishments to remain as functioning organisations. Vacancy rates of exclusive block commissions for intermediate provision are available.

% of Beds in Residential Homes rated as 'Outstanding' or 'Good'



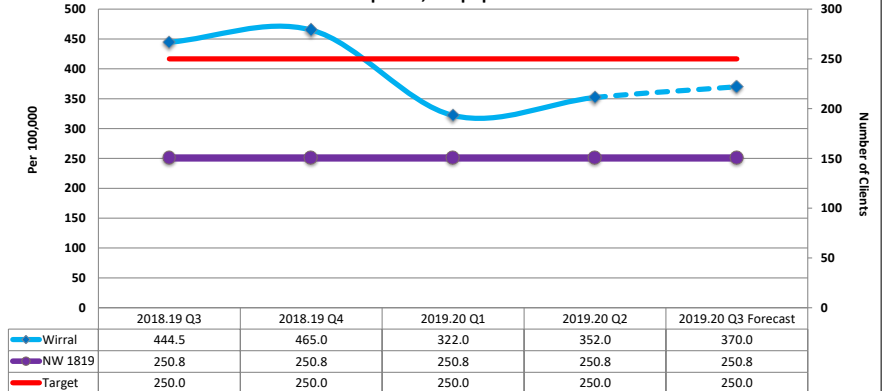
CQC inspections will continue throughout the year and we should ensure we support homes to achieve a 'Good' or 'Outstanding' grading. We continue to work with care homes in the sector to improve quality ratings.

% of Safeguarding Contacts Completed within 24 Hours

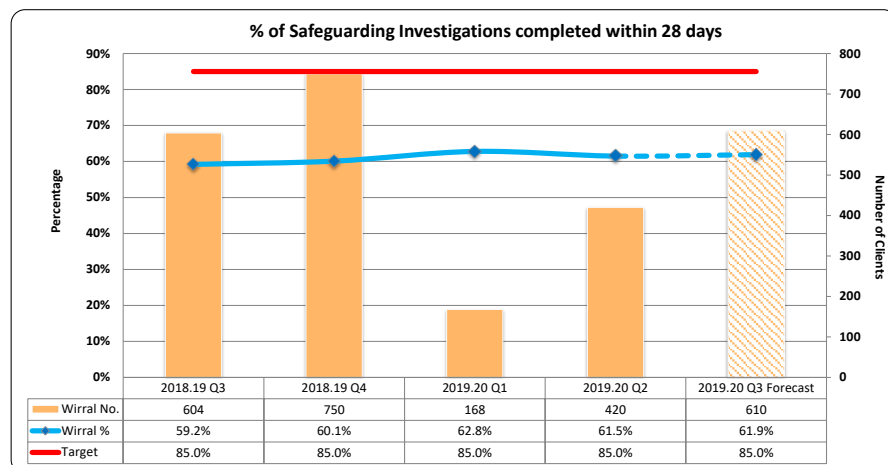


Work is underway with LCR partners to consider referral routes for safeguarding and the handling arrangements for safeguarding concerns. The measure for safeguarding contacts being completed has been changed to reflect an approach based on quality decision making and partnership working. The new measure will be reported from Q3.

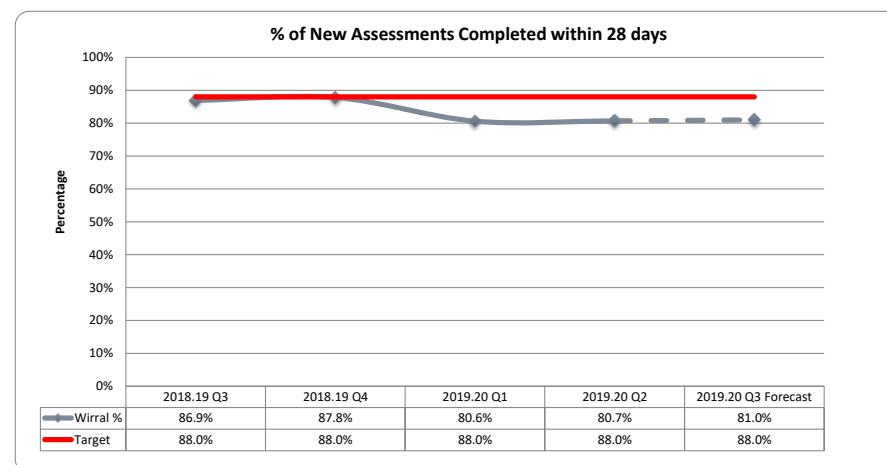
Number of episodes of reablement / intermediate care intervention for clients aged 65+ per 10,000 population



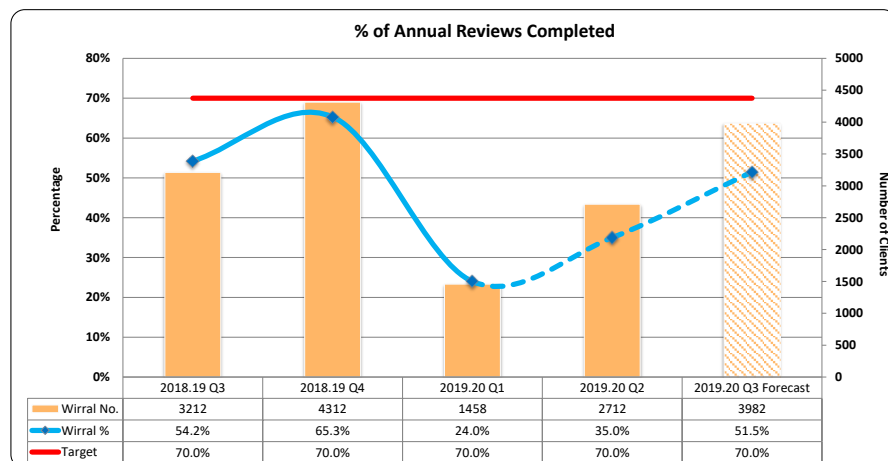
Wirral are performing significantly better than the North West average. Capacity of home based reablement has been affected by pressures within the domiciliary care market and in order to support an outcomes focussed approach the Council has agreed to pay all calls as a minimum of 30 minutes and to increase the retainer paid linked to hospital admissions from 48 hrs to 7 days. Whilst capacity and throughput remain as pressures, the continuing positive outcomes of individuals who receive reablement should be noted. Revised pathways are in place to ensure individuals have access to home or bed based reablement or intermediate care services for both admission avoidance and discharge.



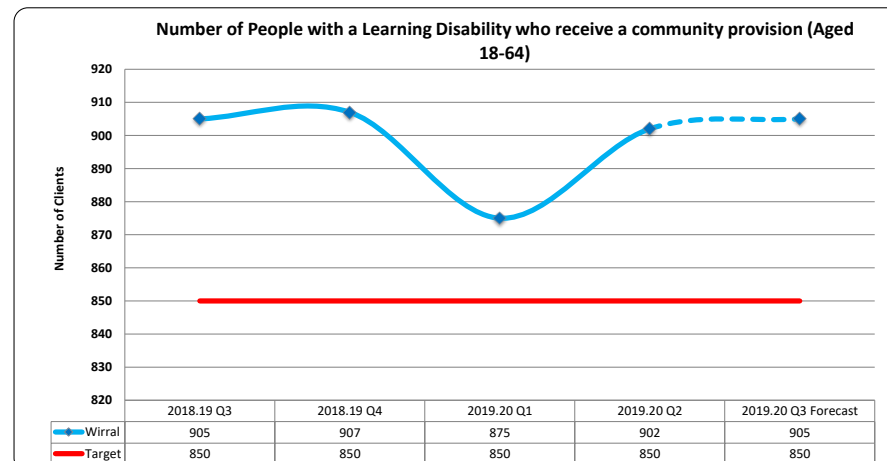
Safeguarding investigations can take longer than 28 days due to external factors such as police investigations. Current performance reflects the complexity of safeguarding investigations where multiple professionals and partner organisations are involved.



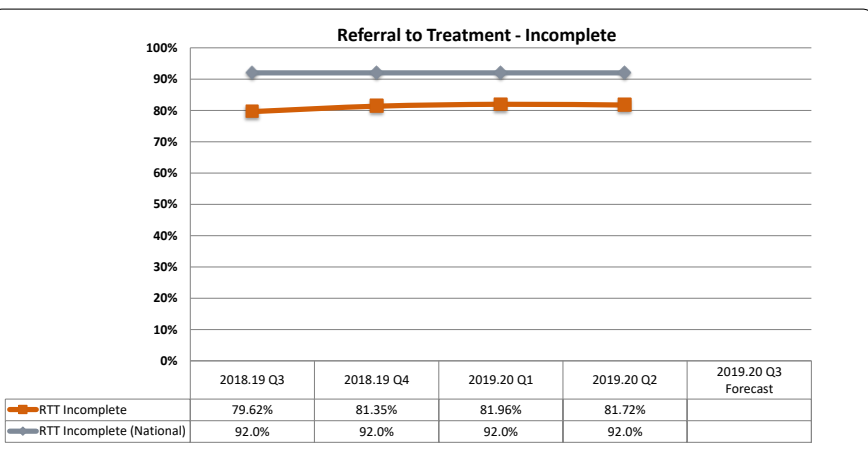
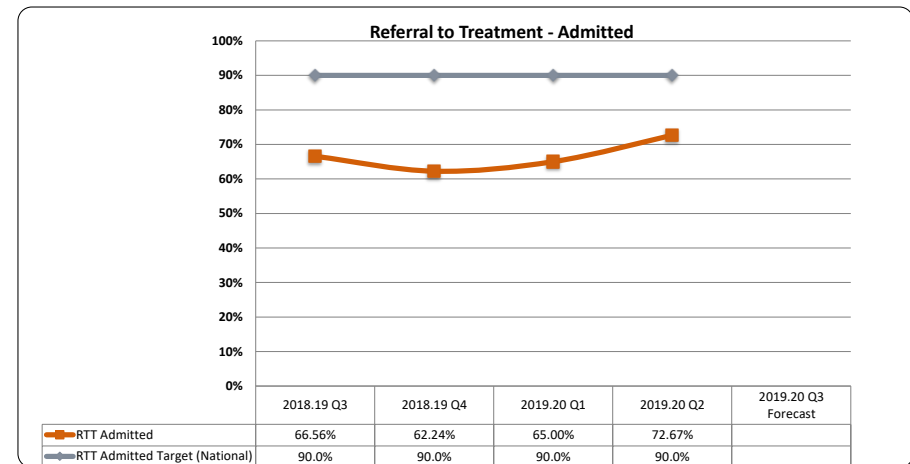
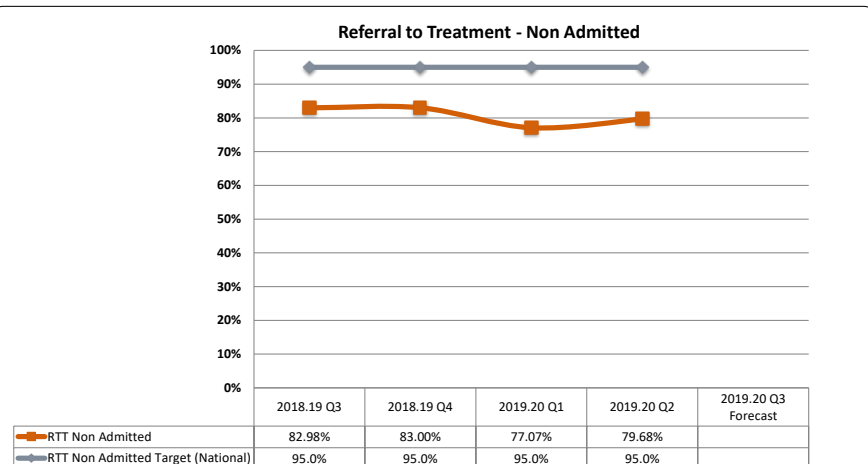
Focused work in this area continues to ensure a good standard of service delivery.



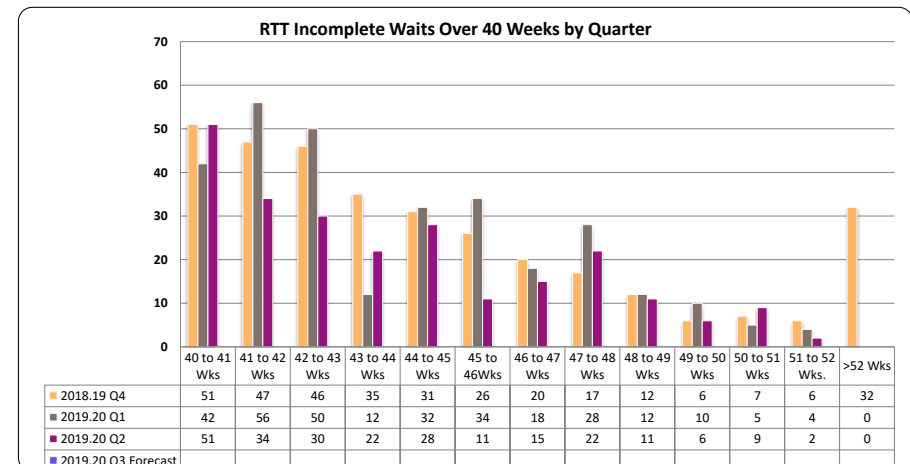
This performance measure demonstrates good practice in reviewing the majority of cases. The measure builds throughout the year as the numbers of reviews undertaken accumulates. Care has been taken to ensure that out of area care home reviews are undertaken.

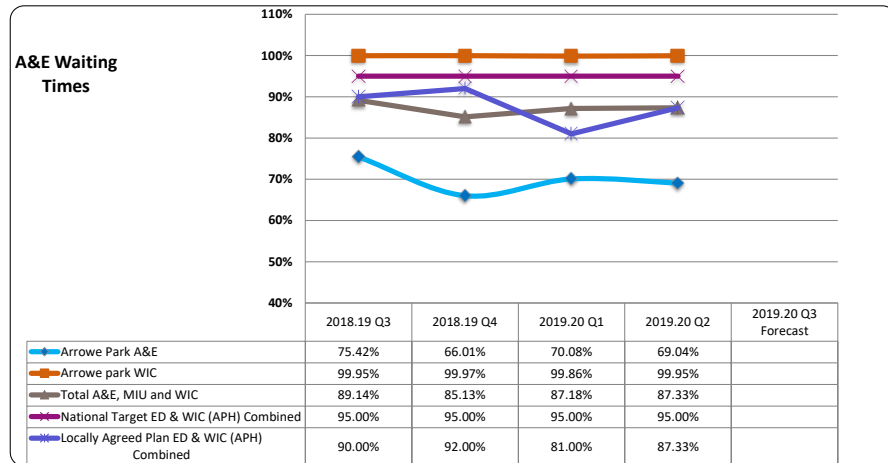


The number of people with learning disabilities who are receiving a community provision has increased, resulting in less pressure being put on residential and nursing homes, thereby reducing costs to the council. This also increases independent living, a key cornerstone of current council policy.

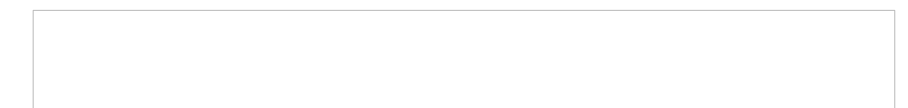
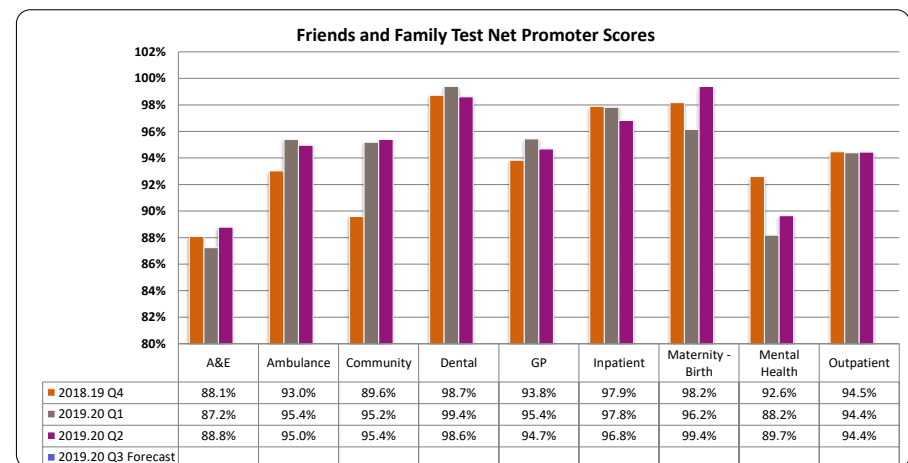
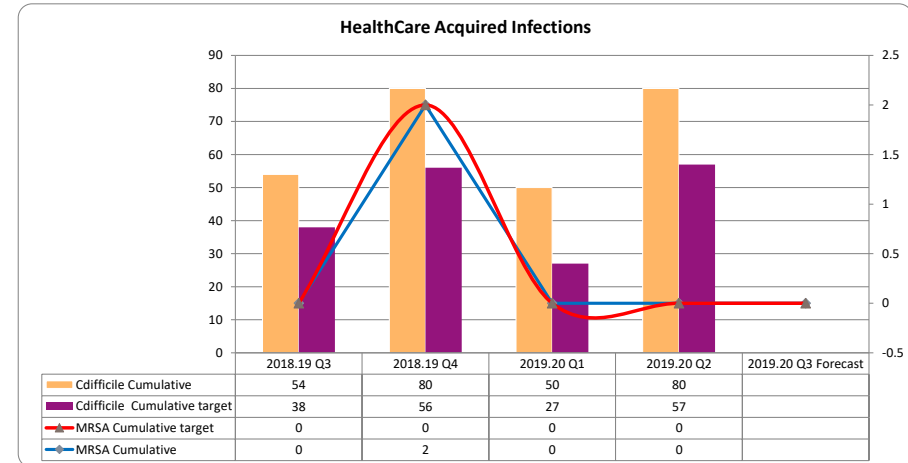
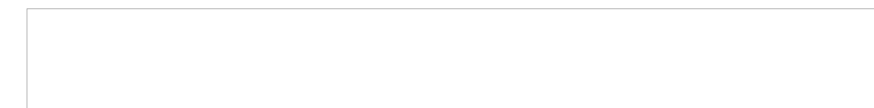
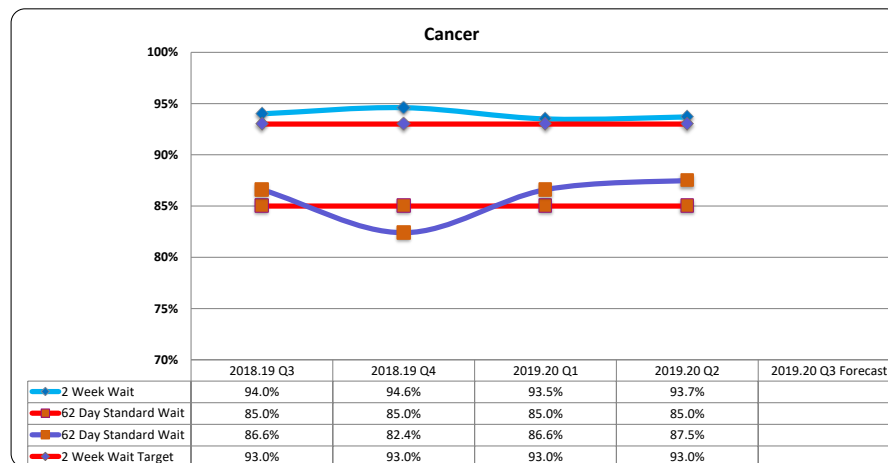


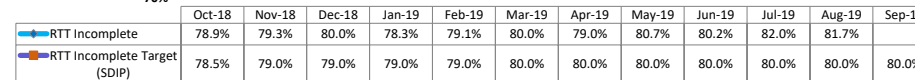
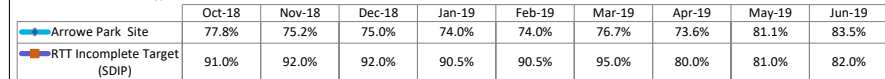
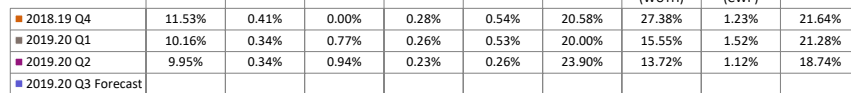
No Local SDIP trajectory for 2017-18. 2018-19 trajectory is shown.





Significant focus to deliver 4 hour stranded as a system and there is a revised trajectory for target set by NHSI. Systems expected to deliver 95%. Wirral has seen broadly a 5% improvement during Q4/Q1





Learning Disabilities and Access to Employment						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	2.5%	2.5%	2.7%	3.5%	3.6%	
Wirral No.	26	26	28	39	40	
Target	4.5%	4.5%	4.5%	4.5%	4.5%	
Current NW	3.5%	3.5%	3.5%	3.5%	3.5%	

Adults with a Learning Disability Living at Home or with their Family						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	84.5%	84.1%	85.0%	85.8%	86.0%	
Wirral No.	871	844	886	889	890	
Target	88.0%	88.0%	88.0%	88.0%	88.0%	
Current NW	82.2%	82.2%	82.2%	82.2%	82.2%	

Permanent admissions of younger adults (18-64) to residential and nursing care homes, per 100,000 population						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral	18.8	19.1	18.9	19.0	19.0	
Target	25.0	25.0	25.0	25.0	25.0	
NW 1819	16.1	16.1	16.1	16.1	16.1	

Permanent admissions of older people (65+) to residential and nursing care homes per 100,000 population						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral	701.3	720.1	680.0	693.1	700.5	
Wirral No.	103.0	110.0	117.0	119.0	120.0	
Target	727.0	727.0	727.0	727.0	727.0	
NW 1819	716.1	716.1	716.1	716.1	716.1	

Number of People in a long term residential / nursing home bed (Aged 65+)						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral	1192	1208	1293	1400	1492	
Target	1650	1650	1650	1650	1650	

DToC - Delays in Transfers						DToC
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	2.4%	2.0%	2.4%	1.8%	2.0%	
Wirral No.	393	386	399	248	300	
Target	2.7%	2.7%	2.7%	2.7%	2.7%	

Proportion of new requests for support resulting in long term services						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	4.9%	5.0%	5.2%	5.2%	5.3%	
Target	5.0%	5.0%	5.0%	5.0%	5.0%	

Number of episodes of reablement / intermediate care intervention for clients aged 65+ per 10,000 population						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral	444.5	465.0	322.0	352.0	370.0	
Target	250.0	250.0	250.0	250.0	250.0	
NW 1819	250.8	250.8	250.8	250.8	250.8	

% of Safeguarding Contacts completed within 24 hours						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	97.3%	98.1%	90.8%	90.2%	89.6%	
Wirral No.	995	1105	1118	2634	3907	
Target	98.0%	98.0%	98.0%	98.0%	98.0%	

% of Safeguarding Investigations completed within 28 days						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	59.2%	60.1%	62.8%	61.5%	61.9%	
Wirral No.	604	750	168	420	610	
Target	85.0%	85.0%	85.0%	85.0%	85.0%	

% of New Assessments Completed within 28 days (Length of time between initial assessment and completion of assessment)						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	86.9%	87.8%	80.6%	80.7%	81.0%	
Target	88.0%	88.0%	88.0%	88.0%	88.0%	

% of Annual Reviews Completed						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	54.2%	65.3%	24.0%	35.0%	51.5%	
Wirral No.	3212	4312	1458	2712	3982	
Target	70.0%	70.0%	70.0%	70.0%	70.0%	

Number of People with a Learning Disability who receive a community provision (Aged 18-64)						BOXI
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral	905	907	875	902	905	
Target	850	850	850	850	850	

% of Beds in Residential Homes rates as 'Outstanding' or 'Good'						CQC data
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	75.3%	71.8%	73.1%	74.4%	75.7%	
Wirral No.	61	56	58	61	63	
Target	70.0%	70.0%	70.0%	70.0%	70.0%	
Current NW	86.6%	86.6%	86.6%	86.6%	86.6%	

% of Beds in Nursing Homes rates as 'Outstanding' or 'Good'						CQC data
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	51.2%	65.1%	60.0%	65.9%	70.9%	
Wirral No.	21	28	27	29	31	
Target	50.0%	50.0%	50.0%	50.0%	50.0%	
Current NW	72.7%	72.7%	72.7%	72.7%	72.7%	

% of Beds available in Residential and Nursing Homes						Mal Price
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast	
Wirral %	8.0%	8.0%	16.9%	15.4%	14.3%	
Target	8.0%	8.0%	8.0%	8.0%	8.0%	

CCG Data

Note Qtr figure is the last month of the qtr - snapshot

Referral To Treatment (RTT)					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
RTT Admitted	66.56%	62.24%	65.00%	72.67%	
RTT Non Admitted	82.98%	83.00%	77.07%	79.68%	
RTT Incomplete	79.62%	81.35%	81.96%	81.72%	
RTT Admitted Target (National)	90.0%	90.0%	90.0%	90.0%	
RTT Non Admitted Target (National)	95.0%	95.0%	95.0%	95.0%	
RTT Incomplete (National)	92.0%	92.0%	92.0%	92.0%	

Q2 includes only Jul & Aug. Not Sep.

Healthcare Acquired Infections					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
MRSA Cumulative	0	2	0	0	
Cdifficile Cumulative	54	80	50	80	
MRSA Cumulative target	0	0	0	0	
Cdifficile Cumulative target	38	56	27	57	

Full Q2

Cancer					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
2 Week Wait	94.0%	94.6%	93.5%	93.7%	
62 Day Standard Wait	86.6%	82.4%	86.6%	87.5%	
2 Week Wait Target	93.0%	93.0%	93.0%	93.0%	
62 Day Standard Wait	85.0%	85.0%	85.0%	85.0%	

Q2 includes only Jul & Aug. Not Sep.

LOCAL SDIP IS MONTHLY ONLY

RTT - Local SDIP - WUTH Only											
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Sep-19
RTT Incomplete	78.9%	79.3%	80.0%	78.3%	79.1%	80.0%	79.0%	80.7%	80.2%	82.0%	81.7%
RTT Incomplete Target (SDIP)	78.5%	79.0%	79.0%	79.0%	79.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

Arrowe Park Hospital Site (A&E & WIC) WUTH - Local SDIP											
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Sep-19
Arrowe Park Site	77.8%	75.2%	75.0%	74.0%	74.0%	76.7%	73.6%	81.1%	83.5%	81.9%	79.9%
RTT Incomplete Target (SDIP)	91.0%	92.0%	92.0%	90.5%	90.5%	95.0%	80.0%	81.0%	82.0%	85.0%	90.0%

Friends and Family Test Response Rates					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
A&E (WUTH)	11.53%	10.16%	9.95%	11.65%	
Ambulance (NWS)	0.41%	0.34%	0.34%	0.13%	
Community (CT)	NULL	0.77%	0.94%	1.12%	

Note Qtr figure is the last month of the qtr - snapshot

RTT Excessive Waiters					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
40 to 41 Wks	51	42	51	40	
41 to 42 Wks	47	56	34	45	
42 to 43 Wks	46	50	30	38	
43 to 44 Wks	35	12	22	26	
44 to 45 Wks	31	32	28	21	
45 to 46 Wks	26	34	11	16	
46 to 47 Wks	20	18	15	15	
47 to 48 Wks	17	28	22	17	
48 to 49 Wks	12	12	11	15	
49 to 50 Wks	6	10	6	12	
50 to 51 Wks	7	5	9	6	
51 to 52 Wks.	6	4	2	5	
>52 Wks	32	0	0	0	

Q2 includes only Jul & Aug. Not Sep.

A&E Waiting Times					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
Arrowe Park A&E	75.42%	66.01%	70.08%	69.04%	
Arrowe park WIC	99.95%	99.97%	99.86%	99.95%	
ED & WIC (APH) Combined	82.39%	75.99%	79.40%	79.12%	
Total A&E, MIU and WIC	89.14%	85.13%	87.18%	87.33%	
National Target ED & WIC (APH) C	95.00%	95.00%	95.00%	95.00%	
Locally Agreed Plan ED & WIC (AP	90.00%	92.00%	81.00%	87.33%	

Full Q2

Friends and Family Test Net Promoter Scores					
	2018.19 Q3	2018.19 Q4	2019.20 Q1	2019.20 Q2	2019.20 Q3 Forecast
A&E	88.1%	87.2%	88.8%	91.1%	
Ambulance	93.0%	95.4%	95.0%	95.6%	
Community	89.6%	95.2%	95.4%	94.0%	

Dental (CCG) ^L	0.28%	0.26%	0.23%	0.25%	
GP (CCG) *	0.54%	0.53%	0.26%	0.52%	
Inpatient (WUTH)	20.58%	20.00%	23.90%	35.84%	
Maternity - Birth (WUTH)	27.38%	15.55%	13.72%	17.35%	
Mental Health (CWP)	1.23%	1.52%	1.12%	1.15%	
Outpatient (WUTH)	21.64%	21.28%	18.74%	18.33%	

Q2 includes only Jul & Aug. Not Sep.

There's an error from the community data submitted for 2018/19 Q3, so no figure available.

^L There is no figure provided for the number of pts who were seen in the month. The data shows the number's seen in the last 12 months as the denominator.

* There is no figure provided for number of pts who were seen in the month. The data simply displays the list size as the denominator

Dental	98.7%	99.4%	98.6%	98.0%	
GP	93.8%	95.4%	94.7%	93.4%	
Inpatient	97.9%	97.8%	96.8%	97.5%	
Maternity - Birth	98.2%	96.2%	99.4%	98.9%	
Mental Health	92.6%	88.2%	89.7%	82.4%	
Outpatient	94.5%	94.4%	94.4%	94.3%	

Q2 includes only Jul & Aug. Not Sep.