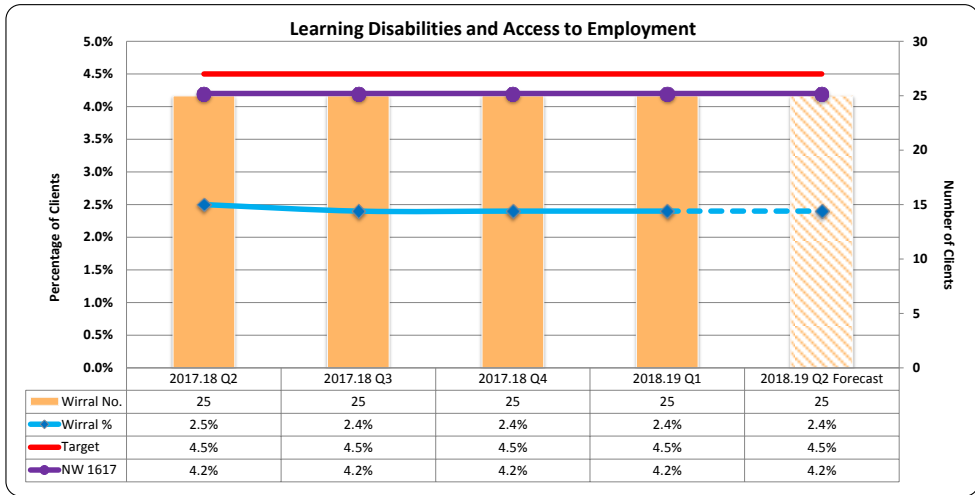




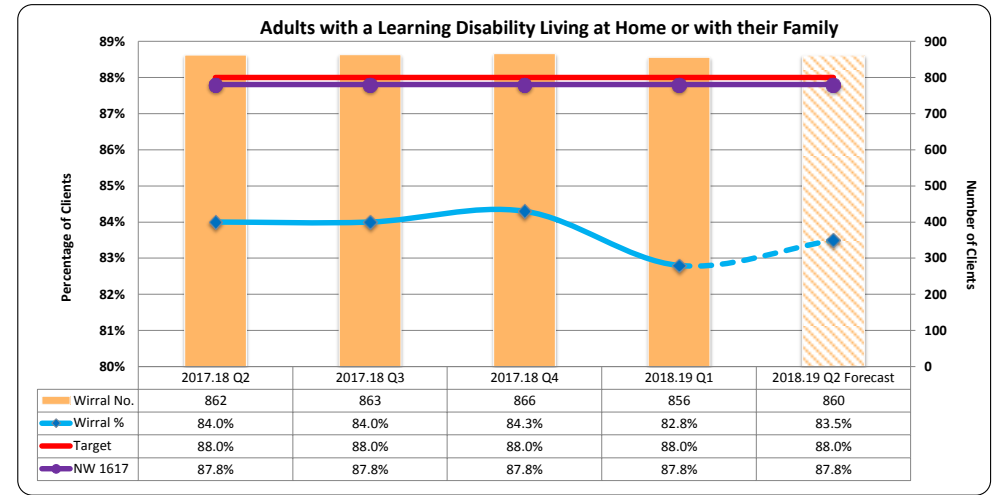
ADULT HEALTH AND CARE PERFORMANCE OVERVIEW

2018/19 QUARTER 1

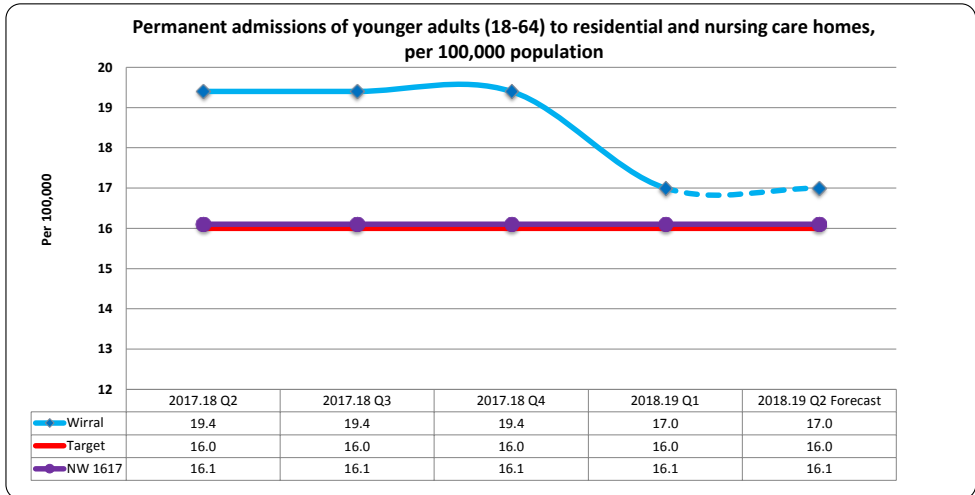




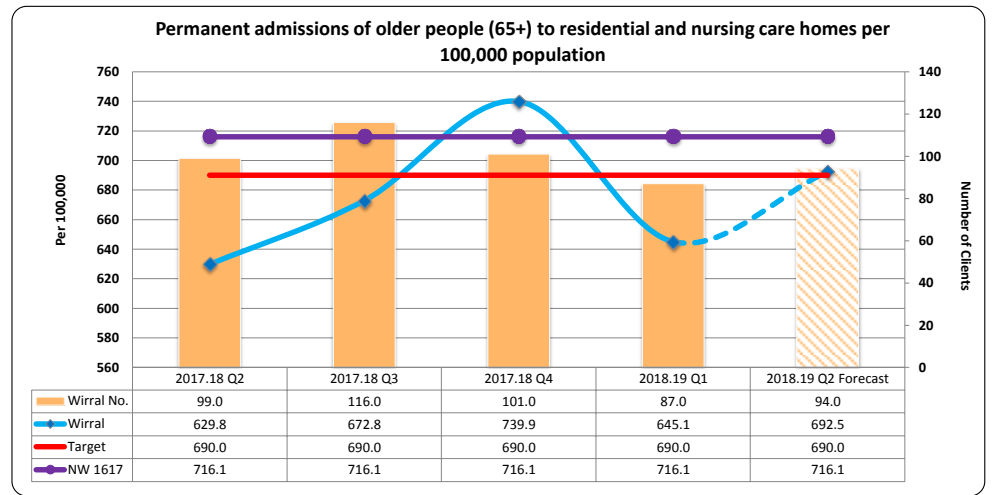
A total of 25 people (of 1,009) with a learning disability are currently in paid employment. Work is on-going with Wirral Evolutions to review the people in supported employment to check for eligibility for inclusion in this measure and to explore further opportunities to support individuals into employment. The Council has recently been awarded Disability Confident Employer status and is working towards becoming a Disability Confident Leader in conjunction with the Wirral Chamber of Commerce. A programme of internships is to be proposed with Wirral Met College and the DWP have an employment advisor working with disabled people and small businesses.



The reduction in performance can be linked to a small number of permanent admissions which is representative of an ageing population of people with a learning disability. In line with the aim to develop a further 300 extra care units by 2020 a supported housing strategy for people with disabilities will be in place by the autumn and a steering group will be established.

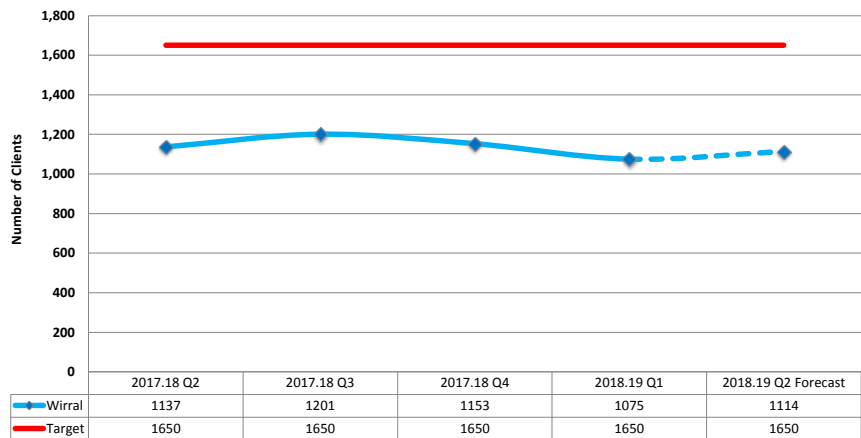


Wirral continue to focus on providing support to people in their own homes. A small number of working age adults have such complex needs that they require care home provision where we cannot meet their needs in a community setting. We continue to develop services to support people to remain in their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



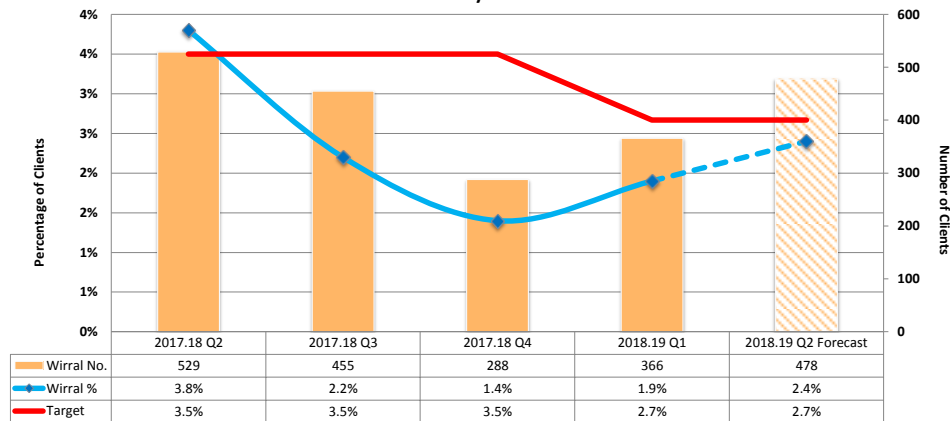
Over the last year there has been a significant reduction in permanent admissions for older people over 65 in line with plan. The council is promoting independent living increasingly, however there has been an increase during the winter period which correlates with very high levels of demand for all provision. This forecasted upward trend also relates to this increase in demand. We continue to invest in intermediate and reablement services to maximise individual opportunities to return home. We have agreed a 5% reduction target during 18/19.

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



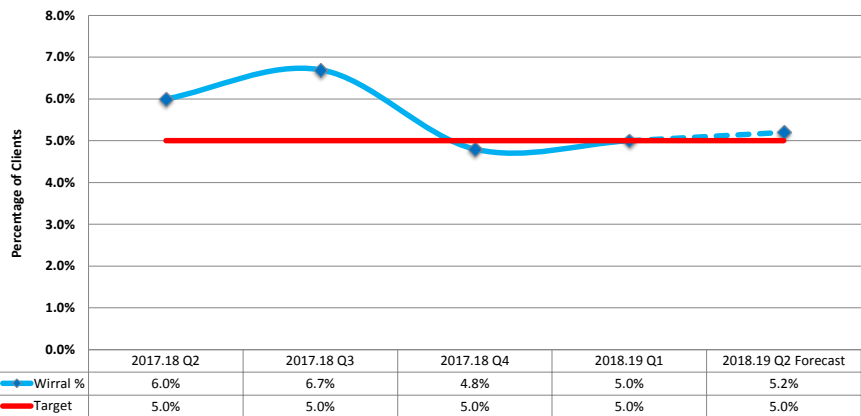
Wirral continues to focus on supporting people to remain in their own homes. Performance demonstrates a consistent picture of older people being supported in the community and fewer placements into long term care homes.

DToC - Delayed Transfer of Care



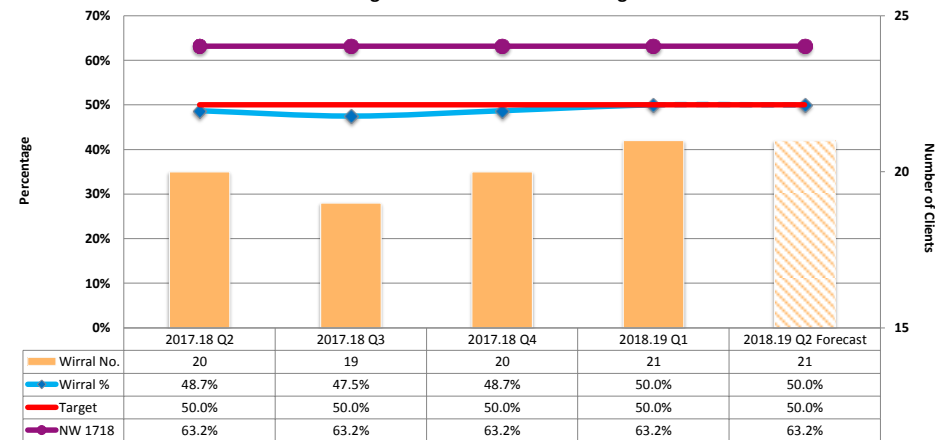
High levels of demand through the winter period can have a significant affect on DToCs. Local teams have maintained excellent performance within the upper quartile nationally during this period however it is likely that as pressures increase there will be a small shift upwards, however it is highly likely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

Proportion of new requests for support resulting in long term services



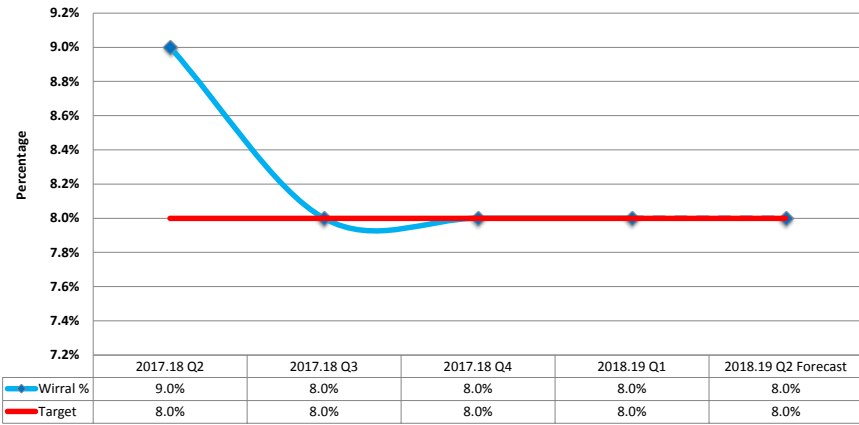
This increase reflects high levels of demand being experienced by social care services.

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



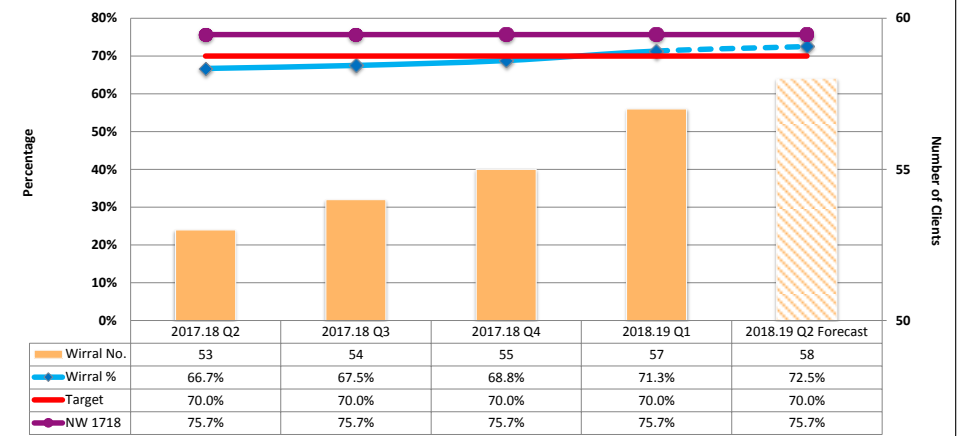
Half of the nursing homes on the Wirral are 'Outstanding' or 'Good' and, again the pattern is that inspections towards the end of the reporting period are generally less positive in nature. CQC inspections will continue throughout the year and we should ensure we support homes to achieve a 'Good' or 'Outstanding' grading.

% of Beds available in Residential and Nursing Homes



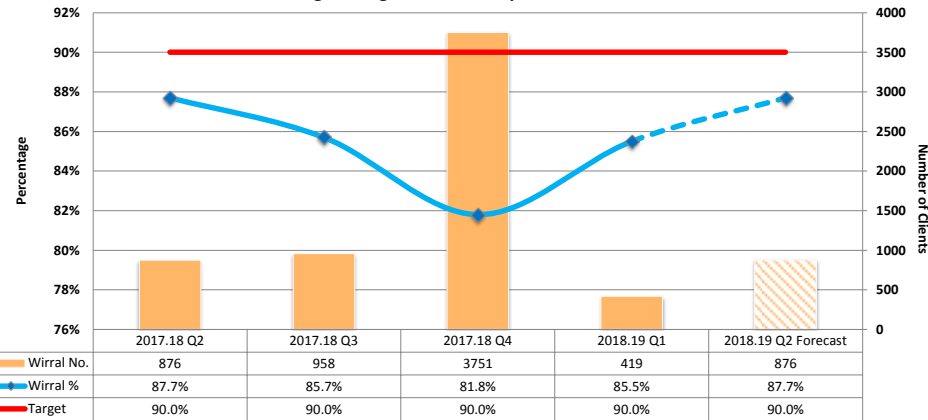
There is capacity within the system to cope with any unforeseen rise in demand, whilst maintaining a level that is sufficient to allow private establishments to remain as functioning organisations. Vacancy rates of exclusive block commissions for intermediate provision are available.

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



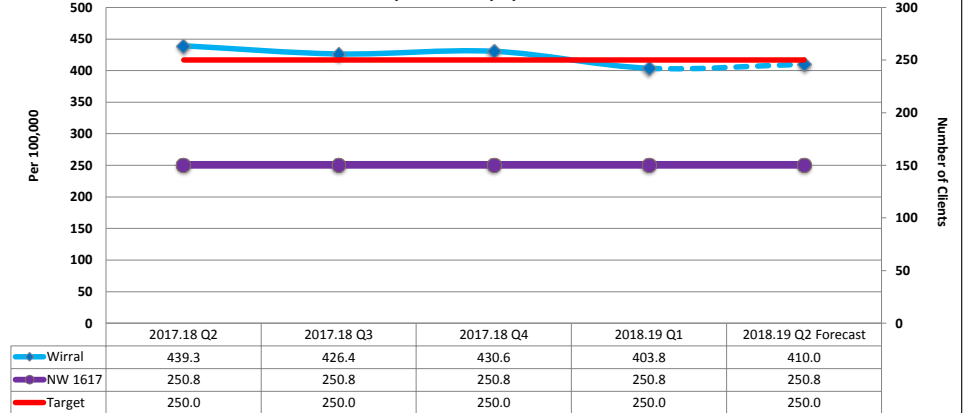
Over two thirds of the residential homes on the Wirral are now rated as 'Outstanding' or 'Good', although there is a general trend that more recent ratings have been at the lower end of the scale. CQC inspections will continue throughout the year and we should ensure we support homes to achieve a 'Good' or 'Outstanding' grading.

% of Safeguarding Contacts Completed within 24 Hours



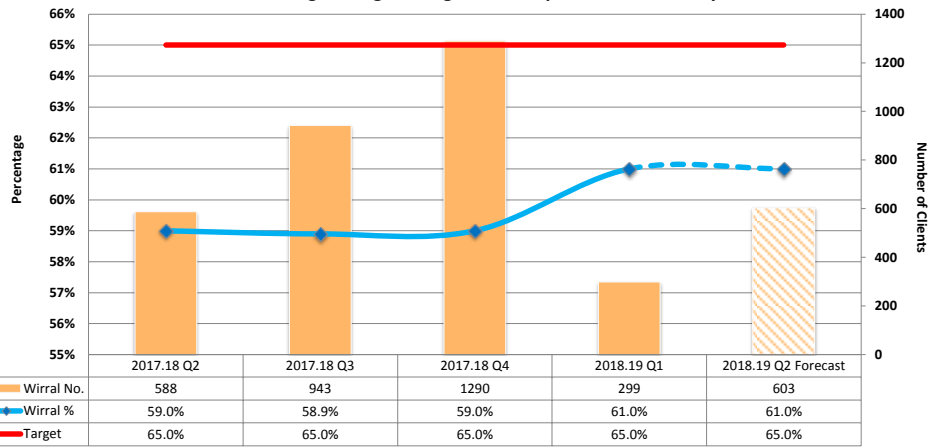
Significant work has been undertaken within Wirral Community NHS Foundation Trust to improve data recording. This has the effect of raising the performance towards achieving target. Work is underway with LCR partners to consider referral routes for safeguarding and the handling arrangements for safeguarding concerns.

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



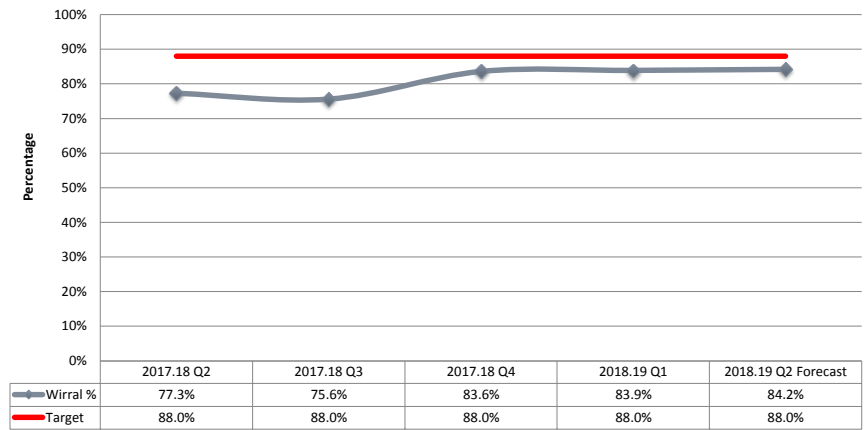
Despite a reduction in activity reported levels are significantly higher than the North West average. Capacity of home based reablement has been affected by pressures within the domiciliary care market. Providers are experiencing capacity issues and have cited particular issues with regards rostering staff associated with 15 minute calls and keeping packages open if an individual has been placed in hospital. 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 are an area of concern 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.

% of Safeguarding Investigations completed within 28 days



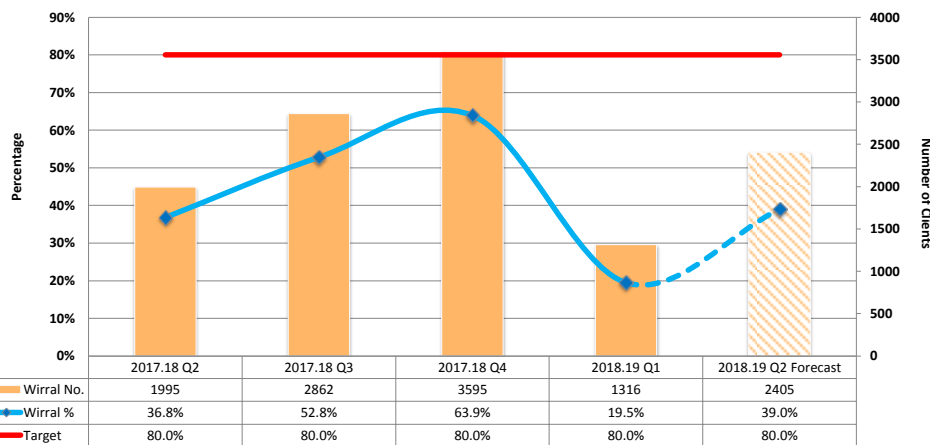
There is a general downward trend in this indicator in terms of current performance, as well as projected figures. There are several investigations which are taking significantly longer than the requisite 28 days, which could be as a result of data entry errors and should be reviewed as part of the data quality reports by managers.

% of New Assessments Completed within 28 days



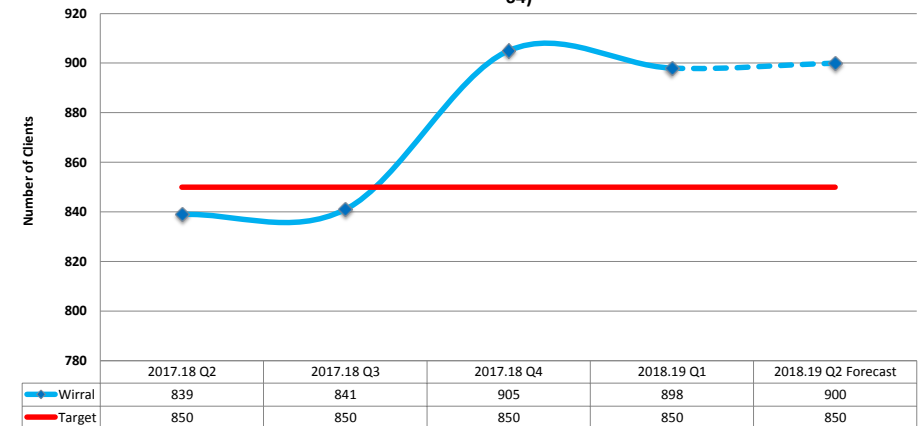
The percentage of new assessments completed within 28 days generally decreases throughout the year, and 2017/18 has followed this trend. At present, this will leave the council a long way short of the target, as well as the performance in 2016/17.

% of Annual Reviews Completed



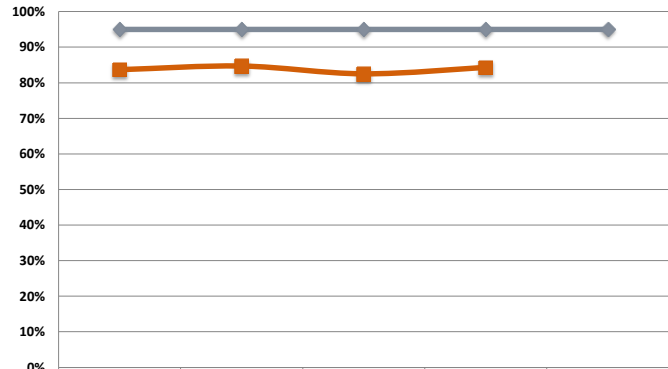
This performance measure increases throughout the year, up to a value of 63.9% in 2017/18. This is some way short of the target, however, and shows the pressures on teams when it comes to managing challenging workloads.

Number of People with a Learning Disability who receive a community provision (Aged 18-64)



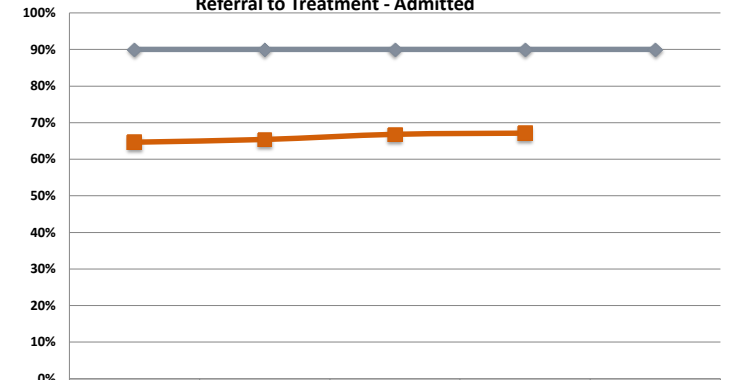
The number of people with learning disabilities who are receiving a community provision has increased, resulting in less pressure being put on residential and nursing homes, thereby reducing costs to the council. This also increases independent living, a key cornerstone of current council policy.

Referral to Treatment - Non Admitted



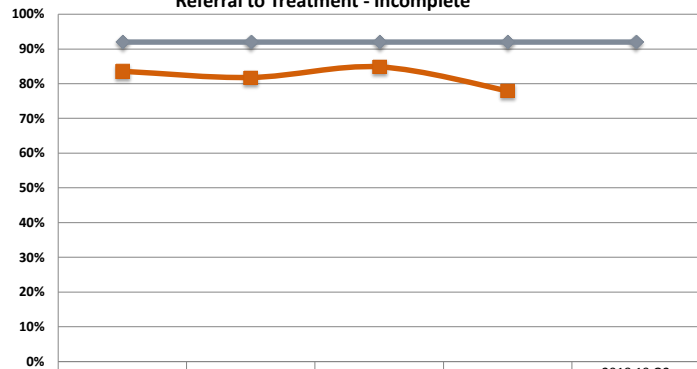
	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
RTT Non Admitted	83.7%	84.7%	82.5%	84.3%	
RTT Non Admitted Target (National)	95.0%	95.0%	95.0%	95.0%	95.0%

Referral to Treatment - Admitted



	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
RTT Admitted	64.7%	65.4%	66.8%	67.1%	
RTT Admitted Target (National)	90.0%	90.0%	90.0%	90.0%	90.0%

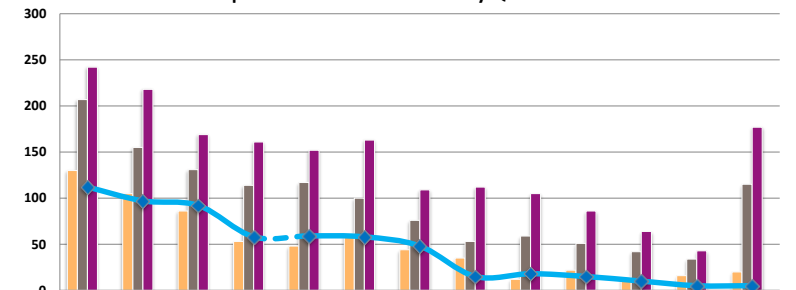
Referral to Treatment - Incomplete



	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
RTT Incomplete	83.6%	81.8%	84.9%	77.9%	
RTT Incomplete Target (Local SDIP)	92.0%	92.0%	92.0%	92.0%	92.0%

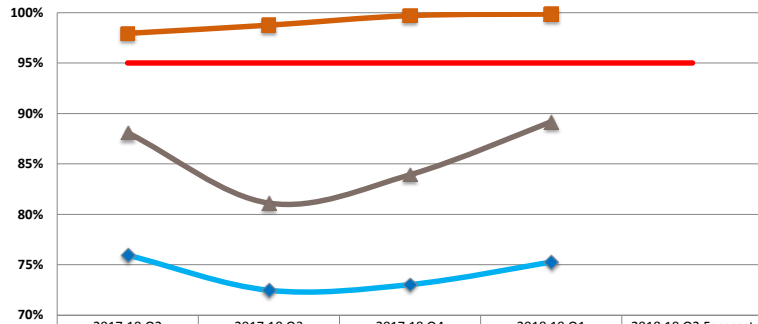
No Local SDIP trajectory for 2017-18. 2018-19 trajectory shown.

RTT Incomplete Waits Over 40 Weeks by Quarter



	40 to 41 Wks	41 to 42 Wks	42 to 43 Wks	43 to 44 Wks	44 to 45 Wks	45 to 46 Wks	46 to 47 Wks	47 to 48 Wks	48 to 49 Wks	49 to 50 Wks	50 to 51 Wks	51 to 52 Wks	>52 Wks
2017.18 Q3	130	105	86	53	48	61	44	35	12	22	14	16	20
2017.18 Q4	207	155	131	114	117	100	76	53	59	51	42	34	115
2018.19 Q1	242	218	169	161	152	163	109	112	105	86	64	43	177
2018.19 Q2 Forecast													
2017.18 Q2	112	97	92	58	59	58	48	15	18	15	10	5	5

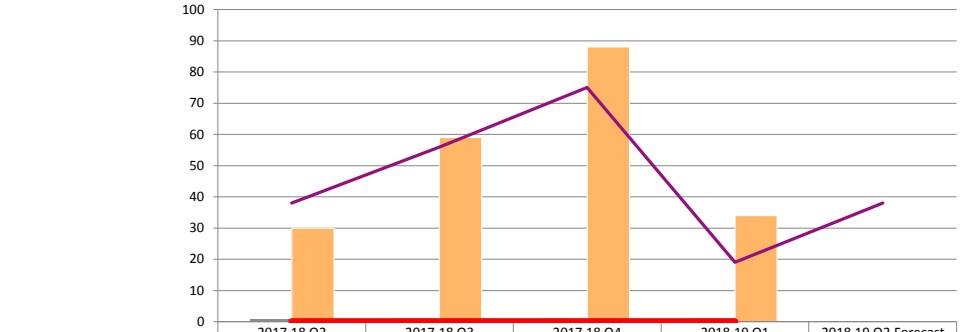
A&E Waiting Times



	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
Arrow Park A&E	75.96%	72.48%	73.04%	75.28%	
National Target	95.00%	95.00%	95.00%	95.00%	95.00%
Arrow park WIC	97.95%	98.76%	99.71%	99.86%	
Total A&E, MIC and WIC	88.10%	81.12%	83.93%	89.19%	

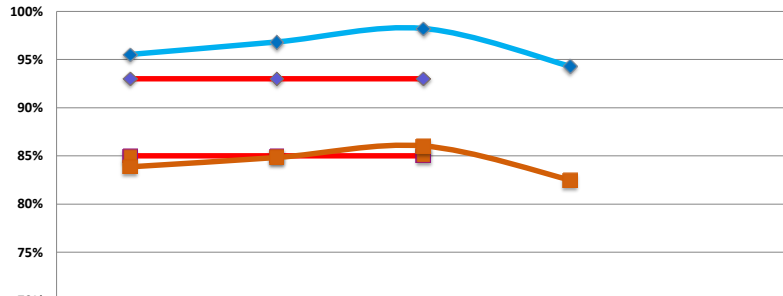
Significant focus to deliver 4 hour stranded as a system, revised trajectory for target set by NHSI. Systems expected to deliver 95% by March 19. Wirral has seen broadly a 5% improvement during Q4/Q1

HealthCare Acquired Infections



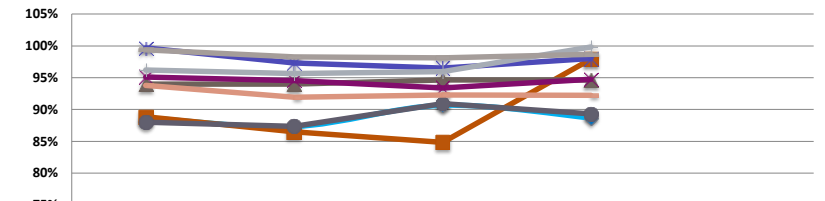
	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
MRSA Cumulative	1	1	1	1	
Cdifficile Cumulative	30	59	88	34	
MRSA Cumulative target	0	0	0	0	
Cdifficile Cumulative target	38	56	75	19	38

Cancer



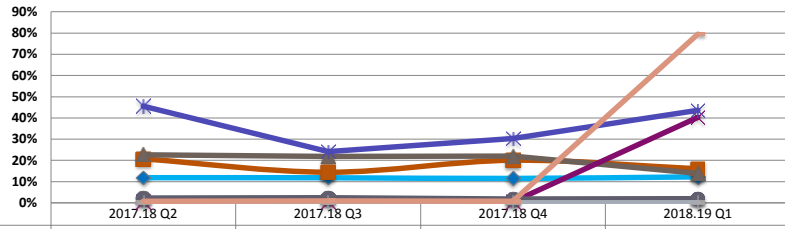
	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
2 Week Wait	95.5%	96.8%	98.2%	94.3%	
62 Day Wait Target	85.0%	85.0%	85.0%		
62 Day Wait	83.9%	84.8%	86.0%	82.5%	
2 Week Wait Target	93.0%	93.0%	93.0%		

Friends and Family Test Net Promoter Scores



	2017.18 Q2	2017.18 Q3	2017.18 Q4	2018.19 Q1	2018.19 Q2 Forecast
A&E	88.7%	87.3%	90.7%	88.7%	
Inpatient	88.8%	86.5%	84.8%	97.9%	
Outpatient	94.0%	94.0%	94.7%	94.7%	
Ambulance	95.1%	94.6%	93.4%	94.7%	
Maternity - Birth	99.7%	97.3%	96.5%	98.0%	
Mental Health	88.0%	87.3%	90.9%	89.3%	
Community	96.2%	95.6%	96.0%	99.9%	
GP	93.8%	91.9%	92.3%	92.2%	
Dental	99.4%	98.3%	98.1%	98.7%	

Friends and Family Test Response Rates



A&E	11.8%	11.8%	11.5%	12.3%
Inpatient	20.7%	14.4%	20.1%	16.0%
Outpatient	22.7%	21.8%	22.1%	13.9%
Ambulance	0.4%	0.4%	0.4%	40.2%
Maternity - Birth	45.6%	24.1%	30.3%	43.7%
Mental Health	2.2%	2.4%	1.8%	2.0%
Community	0.0%	0.0%	0.0%	0.0%
GP	0.0%	0.0%	0.0%	0.0%
Dental	0.8%	0.9%	0.7%	79.6%

