



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

MID-YEAR REVIEW

ADULT SERVICES

2022-24



Contents

	Page No.
Introduction	2
Head of Service Executive Summary	3
2023/24 Mid-year Overview	4
Programmes and Projects	5
Workforce Development	9
Objectives and Actions	11
Performance Measures	19
Case Studies	20
Glossary	22

Strategic Leads

Cabinet Member for Social Services	Councillor Jason Hughes
Cabinet Member for Social Services	Councillor Stephen Marshall
Director for Social Services	Sally Ann Jenkins
Head of Adult Services	Mary Ryan

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the Mid-Year progress against the Adult Services Service Plan 2022-24 (23/24).

Adult Services is part of the Council's Social Services and is responsible for delivering a range of statutory adult social care to residents and their carers across Newport. It is important for Newport Council to ensure all of our services including those delivered by third parties comply with the Social Services and Well-being (Wales) Act 2014. Adult Services delivers a range of services and support to individuals (including carers) across Newport including Adult managed care social work; residential and day care services; safeguarding; First Contact (Information, Advice and Assistance); Occupational Therapy; Carers support; Home First. also mental health service. Newport Council also commissions social care providers to provide residential and non-residential (domiciliary) care and support packages for adults with eligible care and support needs.

Newport is Wales' fastest growing city with a 9.5% rise in population since the last Census in 2011. Across Wales there is more than one in five people (21.3%) aged 65 years and over. In Newport there has been an increase of 14.5% in people aged 65 years and over, an increase of 10.2% in people aged 15 to 64 years and an increase of 10.2% in children aged under 15 years. With these increases in the adult population, over the next 10 years the adult population, in particularly those aged 65 and above is likely to increase further. As Newport represent diverse group of people, and their social care needs are determined by a wide range of factors including age, physical and mental health and economic circumstances. Furthermore, Wales (like the rest of the UK) post pandemic is facing a backlog of patients awaiting surgery, and with that presenting more longer term, complex cases of health, care and support needs. Additionally, the social care sector is experiencing staff shortages, increases to the cost of care (residential and non-residential) and additional statutory duties to safeguard and support adults and carers. It will be essential that Newport Council and its partners over the next five years works to prevent many of these risks from increasing , but also to ensure the sustainability of services in the long term for Newport's communities. Adult Services will continue to deliver services with integrity, dignity and compassion for individuals and ensure services are delivered to our most vulnerable residents who have eligible care and support needs. To support residents who require 'Information Advice and Assistance' at the first point of contact and correct signposting of what is available in the community.

Service Area Objectives

Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.

Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.

Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, individuals and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

Head of Service Executive Summary

The contribution and success of the service plan for the last six months is a tribute to the management and workforce in adult services, their commitment to deliver seamless services for those most in need and ensure overall objectives are met have been achieved. The redesign of adult services to ensure we have the right professional responding to the needs of the community from early intervention and prevention, offering assistive technology to aide independence, (through our occupational therapy service) and strong links with our community connectors and carers leads to support unpaid carers. The reforming Information advice and assistance front door service in the community and the hospital ensures individuals have the right information to make decisions for themselves and loved ones. Restarting packages of care when individuals are admitted to hospital quickly and working with reablement services to ensure people can return home with support when required. The use of step up and step-down beds for people who have care and support needs either in the community or when leaving hospital enables them to receive support to prevent a hospital admission or return home after reablement support is provided. Managed care services focus on individuals with eligible care needs and those that have complex care and support needs requiring a service to be delivered via community support or a residential placement.

Our short breaks service has adapted to the needs of the service and refined the service on offer to ensure the cared for and carers have a quality experience and are supported.

The on-going challenge for adult services is the increase in referrals and the workforce issues of recruiting qualified professionals to complete statutory assessments and interventions. The access to provider services in domiciliary care in the community has improved over the last six months but the assessment by professionals required to access the service can be a barrier to assist the process.

The remainder of the year will be focussed on the completion of all objectives and ensuring a robust service is available across the service areas. The completion of the next iteration of the independent living strategy will forecast what we need to develop to ensure we have the right resources for our most vulnerable individuals in the future.

Adult Services 2023/24 Overview

Service Plan Objectives

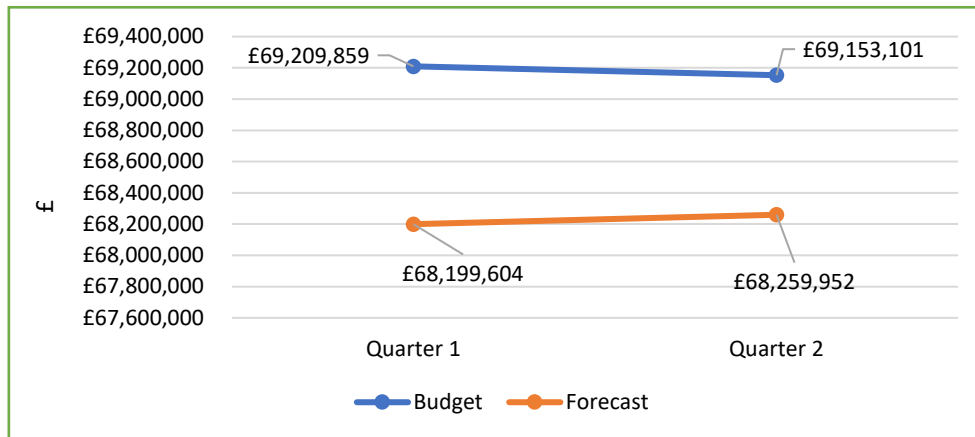
Objective	Mid-Year Status (Red / Amber / Green)
Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.	
Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.	
Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, individuals and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.	

Service Area Risks

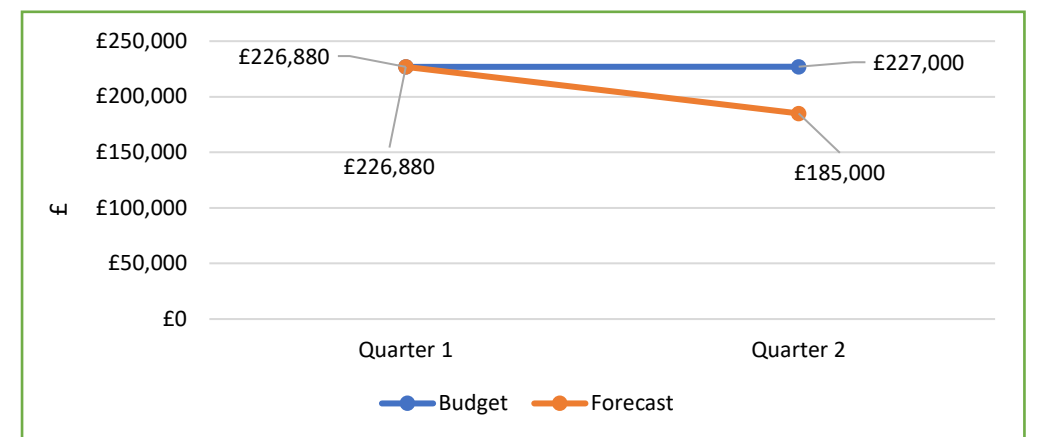
Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2022/23 to Q2 23/24)			
				Quarter 3 22/23	Quarter 4 22/23	Quarter 1 23/24	Quarter 2 23/24
Pressure on Adult Services	Corporate Risk	25	12	25	20	20	20
Stability of Social Services Providers	Corporate Risk	25	12	25	20	20	16
Statutory Mental Health Services	Service Risk	12	8	16	16	16	12
Liberty Protection Safeguards Legislation	Service Risk	12	4	6	6	6	6

Service Area Finance Forecast (End of Quarter 2)

Revenue Forecast



Capital Forecast



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Redesign Adult Services	Restructure Adult Services to ensure statutory services are correctly utilized and accessed smartly by individuals and professionals. Capturing all legislative requirements, Prevention and early intervention to eligible statutory services. This will also be supported by a range of projects outlined in this table.	Well-being Objective 3 Well-being Objective 4	Quarter 4 2023/24	95%	All management posts recruited to, and full resign of statutory social services agreed and staff engagement complete. Move to new teams by 4 th December 2023 functions. Recruitment and realignment of structure to be completed with Human Resources (HR) and finance colleagues by December 2023.
Integration of Frailty service Information, Advice and Assistance (IAA) hub.	Supports Adult Services Redesign. The objective of this project is to integrate the Frailty service into the IAA team. The outcomes of this work will: <ul style="list-style-type: none"> • Reduce the number of entry points for individuals to contact and engage with the Council. • Improve the efficiency and consistency of the IAA service to signpost individuals to the correct appropriate service and ensure that they receive necessary information and support for their needs. • Individuals have access health services, under reablement care including therapies and falls clinics. 	Well-being Objective 3 Well-being Objective 4	Quarter 4 2023/24	45%	This development has gained pace and the Frailty service are now using the one DATA base recording system (WCCIS) the same as adult services. The next 3-6 months will include the integration within the IAA function at the front door for all adult referrals to offer a strengthened approach to a service.

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Hospital Pathways Service	Supports Adult Services Redesign Develop smarter pathways through Social Care Hub and regional Home First in partnership with key stakeholders for individuals in hospital.	Well-being Objective 3 Well-being Objective 4	Quarter 4 2023/24	60%	Work continues around the realignment of staff to support an enhanced Hub model at the Royal Gwent Hospital (RGH) for Newport patients. We are looking that arrangements will be in place by the beginning of November that formalise the changes. There is a work plan being developed to identify key areas of work that need further input to ensure the hub model aligns with Home First and delivers more effectively a robust approach to discharge. The work will also include recognition of key areas of discharge that need a more collaborative approach with health and third sector colleagues.
Dementia Hwb in Newport	Supports Adult Services Redesign Provide a community single point of access for individuals pre or post diagnosis. In partnership with third sector and health.	Well-being Objective 3 Well-being Objective 4	Quarter 4 2023/24	15%	Service Manager, Partnerships and Development for the Gwent Regional partnership Board has submitted a draft bid to support a funding request. We are discussing the opportunity for the Occupational Therapy Team (NCC) to have a designated area within the dementia Hwb in future and also examining the options to relocate the Assisted Technology Hub from the Market to the Dementia Hwb.

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Managed Care	<p>Supports Adult Services Redesign In response to the workforce pressures and increasing demand, Adult Services will deliver a project which will improve how individuals receive managed care and support packages. This project includes:</p> <ul style="list-style-type: none"> • Restructure of key teams and improvements to job descriptions. • Training and development of staff to be able to provide holistic approach to identify, signpost and deliver packages. • Review, develop and improve managed care from how individuals access the service through to provision of packages considering digital and non-digital approaches. 	Well-being Objective 3	Quarter 4 2023/24	65%	<p>Supports Adult Services Redesign In response to the workforce pressures and increasing demand, Adult Services will deliver a project which will improve how individuals receive managed care and support packages. This project includes:</p> <ul style="list-style-type: none"> • Restructure of key teams and improvements to job descriptions. People in the new Managed Care teams are aware of the team they will work in, Senior practitioner interviews have been completed. • Training and development of staff to be able to provide holistic approach to identify, signpost and deliver packages. Induction to the new process will take place during November. Processes are being reviewed and updated. • Review, develop and improve managed care from how individuals access the service through to provision of packages. Process for managing the waiting lists from the Hospital, First Contact and Managed Care are being developed and the prioritisation tool is being updated.
Appointeeship Service	<p>Supports Adult Services Redesign To develop a business case and options analysis on how NCC can develop a sustainable model for an Appointeeship service for individuals in Newport. The outcome(s) of this project will be to provide support and safeguard Newport's most vulnerable individuals to remain independent to manage their finances.</p>	Well-being Objective 3	Quarter 4 2023/24	50%	<p>Review of the service completing in November 2023. Over the next 3 to 6 months the team will be implementing the recommendations of the review.</p>

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Learning Disability / Transitions Accommodation	In collaboration with the Council's Housing team, Registered Social Landlords and other key stakeholders, we aim to develop long-term, progressive and sustainable models of accommodation. This includes support for people with learning disabilities, and young people transitioning from children to adult care utilising of capital and revenue funding options.	Well-being Objective 3	Quarter 2 2024/25	70%	Social workers in Adult and Children's services meet regularly to identify young adults who will transition from provision in Children's services to those in Adults. For some who transition there are already services that will meet their needs but with others, social workers meet regularly with the commissioning team to plan for future need.
Shortbreaks	To deliver a sustainable Shortbreaks service to individuals, the Council is exploring several options and involving key stakeholders to ensure the service meet their long term needs.	Well-being Objective 3	Quarter 4 2023/24	85%	Engagement sessions have taken place with all staff and we are able to complete the change management process. We will update highlight report for Executive Board shortly with Voluntary Redundancy and reprovision costs.
Direct Payments (regional service)	Through collaboration with other Gwent local authorities and other key stakeholders as part of the Regional Partnership Board, we will develop a regional approach for individuals to commission their own care. This will provide greater independence and equitable access for individuals to commission their own care and support.	Well-being Objective 3	Quarter 3 2023/24	65%	We continue to offer a direct payment service and over the next 3 to 6 months will be part of developing a cohesive regional template for direct services. The service is provided for children and adults with assessed eligible care and support needs.

Workforce Development

To support workforce development across Adult Services the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
Access appropriate regional and National workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	1 st April 2022	31 st March 2024	70%	This remains high on the agenda, we are working with the workforce teams, regionally and nationally to encourage more people into the profession. Social Care Wales is also paying the fees for the social work degree, which will assist with new starters.
In addition to routine supervision and team meetings and for all teams provide regular sessions for wellbeing and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	1 st April 2022	31 st March 2024	95%	Adult staff engagement has continued throughout the redesign of adult services with specific and whole service meetings in person and on teams. Commitment to each service area support and development includes monthly supervision, and service development and focus meetings. Adults also attend whole social services conferences and updates. The next 3 to 6 months we will have an adult conference and also hold a focus group across services.
Build availability of Provider Services for the most vulnerable Adults in Newport, Residential and domiciliary care and support.	Strengthen availability of provider services in the community. Through Commissioning and brokerage, the focus on delivery methods to ensure sustainability.	1 st April 2022	31 st March 2024	70%	Social workers meet regularly with the commissioning team to highlight future needs and report on feedback from people who need services. Centrica Lodge is a residential respite facility for people with a learning disability. The building is owned by NCC with, until recently, the service being run by an independent provider. The service will now be managed by NCC and will give the opportunity to reconsider the service that is provided to meet the changing needs of the people we work with and the feedback we have received.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
Increasing the number of staff with Approved Mental Health Professional (AMHP) qualifications through training and development.	The Council will be able to have staff able to provide mental health assessment and support meeting the Mental Health Act statutory duty.	1 st April 2022	30 th April 2024	55%	<p>In recent months NCC has appointed 2 people who are AMHP's and, although are not working in mental health teams, they will still be on the AMHP duty rota. NCC has put forward 4 people for AMHP training in University West of England Bristol, all have been accepted for the course so hopefully by next summer we'll be able to warrant them.</p> <p>We are encouraging staff to work with AMHP's so that they can see what the work entails and hopefully develop an interest / aptitude for Mental Health Act work.</p> <p>Although the situation is looking better than earlier in the year, this will remain as amber as NCC still won't have enough people warranted as AMHP's to comfortably cover the amount of work coming in.</p>

Objectives and Action Plan Update

Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.						Objective 1 Mid-Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Integration of frailty into the Information, Advice and Assistance Hub.	<p>The outcomes of this work will:</p> <ul style="list-style-type: none"> • Reduce the number of entry points for individuals to contact and engage with the Council. • Improve the efficiency and consistency of the IAA service to signpost individuals to the correct appropriate service and ensure that they receive necessary information and support for their needs. • Individuals have access health services, under reablement care including therapies and falls clinics. 	WBO 3 / Strategic Priority 3	1 st April 2022	31 st March 2024	45%	<p>This development has gained pace and the Frailty service are now using the one DATA base recording system (WCCIS) the same as adult services.</p> <p>The next 3-6 months will include the integration within the IAA function at the front door for all adult referrals to offer a strengthened approach to a service.</p>
2	Improve the delivery of Hospital Services for individuals to transition back into social care.	<p>In collaboration with health and social care providers develop smarter pathways which individuals transition back into social care. This includes pathways such as Social Care Hub, regional Home First.</p>	WBO 3 / Strategic Priority 3	1 st April 2022	31 st March 2024	60%	<p>Work continues around the realignment of staff to support an enhanced Hub model at the RGH for Newport patients. We are looking that arrangements will be in place by the beginning of November that formalise the changes. There is a work plan being developed to identify key areas of work that need further input to ensure the hub model aligns with Home First and delivers more effectively</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
2	Improve the delivery of Hospital Services for individuals to transition back into social care.	In collaboration with health and social care providers develop smarter pathways which individuals transition back into social care. This includes pathways such as Social Care Hub, regional Home First.	WBO 3 / Strategic Priority 3	1 st April 2022	31 st March 2024	60%	a robust approach to discharge. The work will also include recognition of key areas of discharge that need a more collaborative approach with health and third sector colleagues.
3	Review, develop and improve Managed Care to individuals from accessing the service, processing of applications and awarding of care & support packages.	Outcome of this work will include: <ul style="list-style-type: none"> • Restructure of key teams and improvements to job descriptions. • Training and development of staff. Examination of service access, process and awarding of care & support packages using digital and non-digital approaches.	WBO 3 / Strategic Priority 3	1 st April 2023	31 st March 2024	65%	Supports Adult Services Redesign In response to the workforce pressures and increasing demand, Adult Services will deliver a project which will improve how individuals receive managed care and support packages. This project includes: <ul style="list-style-type: none"> • Restructure of key teams and improvements to job descriptions. People in the new Managed Care teams are aware of the team they will work in, Senior practitioner interviews have been completed. • Training and development of staff to be able to provide holistic approach to identify, signpost and deliver packages. Induction to the new process will take place during November. Processes are being reviewed and updated. • Review, develop and improve managed care from how individuals access the service through to provision of packages. Process for managing the waiting lists from the Hospital, First Contact and Managed Care are being developed and the prioritisation tool is being updated.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	To develop a sustainable model for the Appointeeship service to individuals in Newport.	To provide support and safeguard Newport's most vulnerable individuals to remain independent to manage their finances.	WBO 3 / Strategic Priority 3	1 st April 2022	31 st March 2024	50%	Review of the service completing in November 2023. Over the next 3 to 6 months the team will be implementing the recommendations of the review.
5	Develop a regional approach for individuals to access and commission their own care & support packages through Direct Payments.	Through a regional collaborative approach with the other Gwent local authorities, we will improve and increase the number of individuals who can how commission their own care & support packages.	WBO 3 / Strategic Priority 3	1 st April 2022	31 st December 2023	65%	We continue to offer a direct payment service and over the next 3 to 6 months will be part of developing a cohesive regional template for direct services. The service is provided for children and adults with assessed eligible care and support needs.
6	Continue to innovate and expand the offer of assistive technology to support early intervention and prevention.	To compliment and support existing early intervention and prevention services with assistive technology. Using existing technology and new, innovative technology that will enable individuals to live independently at home.	WBO 3 / Strategic Priority 3	1 st October 2022	31 st March 2024	70%	Continued commitment to progress and develop all assisted technology advancements and adaptations. Offered as early intervention and prevention tools to enable individuals to live independently and safe in their own homes. The next 3-6 months we will be working in partnership across the council to explore all opportunities.

Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.

Objective 2 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	To support the Council's Human Resources team to ensure Mandatory Safeguarding training is delivered for all new and existing staff in the Council.	Collaborative working with Human Resources team to ensure new and existing staff have completed their training. Develop a tiered safeguarding training framework for all roles in Newport so that officers are clear on what level of Safeguarding training they need to undertake. Also to undertake regular monitoring and reporting across service areas. Managers to provided regular reports on who has / has not completed their training.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	30%	This has been delayed due to absence but is now being looked at on the next quarter.
2	Improve the external communication of safeguarding information to ensure they know who and how they can access the information, advice and/or assistance they need.	Collaborate with the Council's Communication team to ensure the Council's website and other communication methods such as social media. Newport matters etc has all of the necessary safeguarding information required. Also ensure regular communications are released during the year to continue the messaging. Communication is available in Welsh, English and other languages used by individuals in Newport.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	50%	This is work in progress with the regional safeguarding board. The council development of a new website will enhance this communication.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
2	Improve the external communication of safeguarding information to ensure they know who and how they can access the information, advice and/or assistance they need.	Collaborate with the Council's Communication team to ensure the Council's website and other communication methods such as social media. Newport matters etc has all of the necessary safeguarding information required. Also ensure regular communications are released during the year to continue the messaging. Communication is available in Welsh, English and other languages used by individuals in Newport.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	50%	This is work in progress with the regional safeguarding board. The council development of a new website will enhance this communication.
3	Improve the robustness of the Safeguarding Self-Assessment tool used by Newport Council.	Through the Safeguarding Regional group and Safeguarding board, collaborate with other Gwent local authorities to improve the Council's self-assessment arrangements. This will ensure consistent approach is adopted across Gwent authorities and benchmarking.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	40%	This has been a little delayed due to absence and resourcing but there are now shared indicators being used across the region and embedded onto the self-assessment form and monitoring. The next 3 to 6 months will enable completion.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Develop processes to improve how professionals can report and escalate adult safeguarding concerns.	This will support improving how social care staff and other professional officers can report and escalate safeguarding concerns. This will improve the Council's compliance to relevant safeguarding legislation.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st April 2023	31 st March 2024	85%	This is in progress and being rolled out to department safeguarding champions.
5	Develop and manage the Council's Deprivation of Liberty (DOLS) arrangements to meet statutory requirements and any future legislative changes.	Adult Services will aim to reduce existing waiting lists through the delivery of training and development of existing staff. The service area will also collaborate with the Council's Legal services to manage existing caseloads and reduce waiting lists. As part of the Adult Service restructure, we will examine the delivery of the service considering any future developments and decisions from Welsh Government to implement legislative changes such as the Liberty Safeguards arrangements.	WBO 3 / Strategic Priority 2 Liberty Safeguarding Risk	1 st October 2022	31 st March 2024	55%	As Liberty Protection Safeguards are on hold there are focus groups nationally, led by WG, to consider how to streamline the Deprivation of Liberty Safeguard, DoLS, process. Regionally the Consortium, consisting of the 5 Pan Gwent LA's and Aneurin Bevan University Health Board (ABUHB), are considering the process we use to ensure we can respond to the demands. Over the last 4 years, WG funding has successfully assisted in reducing the waiting lists we all had but now NCC is considering how we maintain this advantage. In the next quarter 10 new Best Interest Assessors (BIA's) will be trained in NCC.

Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, individuals and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

Objective 3 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Collaborate with residential and domiciliary social care providers to ensure fair and sustainable costs are maintained to look after and support the delivery of care packages.	Collaborating with social care providers in the residential and non-residential (domiciliary) care sectors to ensure fair and sustainable costs are set for providers and individuals. Services are commissioned based upon the risk and demand of services needed by Newport's population based upon Newport Population Needs assessment. Raising and escalating as necessary internally and externally (regional / national) financial pressures and sustainability of services.	WBO 3 / Strategic Priority 1 Sustainability of Adult Social Care Risk	1 st October 2022	31 st March 2024	90%	Commissioning continue to work across the private providers to maintain access to a variety of services.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
2	<p>Increase the provision of accommodation for adults with learning disabilities.</p> <p>Learning Disability Accommodation Strategy</p>	<p>This action is delivered as part of the Council's Learning Disability Accommodation Strategy.</p> <p>Collaborate with the Council's Housing and Communities service area and Registered Social Landlords and individuals / families to develop progressive and sustainable models of accommodation.</p> <p>This will meet the needs of people transitioning from children's to adult social care, provide secure and long term accommodation for people to live in the community.</p>	<p>WBO 3 / Strategic Priority 1</p> <p>WBO 3 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 5</p> <p>Sustainability of Adult Social Care Risk</p>	1 st October 2022	31 st March 2024	70%	<p>Social workers work closely with the commissioning team and providers to develop provision of appropriate accommodation. A local residential home has been closed for refurbishment and will open as a supported living scheme which is more appropriate for our needs at the moment.</p> <p>Many people with learning disabilities have need of a service for their lifetime and, like everyone else, will need different types of accommodation at different times of their life. The social work and commissioning teams work closely to ensure that there is sufficient appropriate accommodation to meet changing need. The next 3 to 6 months we will have updated the Independent Living Strategy in consultation with individuals, families and carers.</p>
3	<p>To bring Centrica Lodge in-house and register it with Care Inspectorate Wales whilst also undertaking engagement about care and support provided with:</p> <ul style="list-style-type: none"> • Service users. • Potential service users. • Staff. • Families. 	<p>To register and bring into NCC management by December 2023.</p> <p>Consider the outcomes of engagement sessions and consider how the service can be developed.</p>	<p>WBO 3 / Strategic Priority 1</p> <p>WBO 3 / Strategic Priority 3</p>	1 st April 2023	31 st March 2024	70%	<p>We are working to 30 November deadline for the service to be transferred to the in-house team. TUPE process is progressing as well as the transfer of registration from current provider to NCC with CIW. We are currently (October) recruiting a new registered manager for the service</p>

Performance Measures

Annual performance measures are not included for the Mid-Year review and will be reported as part of 23/24 End of Year Review. The table below provides the latest position reported at the end of quarter 2 (30th September 2023).

Note: Adult Services performance measures do not have targets as these are demand led. Previous year's data is provided to enable comparison.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)		Mid-Year Performance 2022/23	Mid-Year Performance 23/24
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24
National (AD/004) – The number of new assessments completed for adults during the year.	1,444	1,306	634	729
National (AD/006b) – The active offer of Welsh was accepted.	1	0	0	0
National (AD/010) – The total number of packages of reablement completed during the year	601	439	230	246
National (AD/011a) – The number packages of reablement completed during the year that reduced the need for support	24	32	21	14
National (AD/011b) – The number of packages of reablement completed during the year that maintained the need for the same level of support.	62	64	29	27
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support	484	314	168	193
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	31	29	12	12
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	1,940	2,249	2,087	2,248
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	94	101	93	101
National (AD/022) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	783	730	372	328
National (AD/024) - No. of Adult Protection Enquiries Completed Within Timescale	745	671	341	273
National (AD/020) - The total number of reports of an adult suspected of being at risk received during the year.	Not Available	957	476	514
(NEW) AD/L001 - Number of Adult Professional Safeguarding Concerns raised in the year.	Not Available	39	17	16

Case Studies, Key Achievements, Awards

To support discussions at the Mid-Year Review, Adult Services has provided some case studies to demonstrate the impact which its teams have had in relation to the services provided. **Project (activity): Early Intervention Dementia Reablement Services - Newport**

Background summary

- Mrs D, a 90 year old lady was admitted to hospital due to confusion and was diagnosed with vascular dementia. She spent three months in hospital for rehabilitation. During discharge planning, there were concerns about her returning home to her third floor flat, where she had previously lived alone. There were concerns about the access to Mrs D's property and concerns about her mental state as she had previously experienced auditory command hallucinations and confusion which put her at risk of harming herself.
- Mrs D was referred to the Dementia Reablement Step Down Service for assessment of care needs and to establish how safe it would be for her to return home.

What worked well, what didn't work so well:

- Mrs D spent a period of weeks in a Step Down bed, where she was noted to be independent with personal care. Her mobility was generally good within the home, but not on the stairs. She was referred to CRT Physiotherapy for assessment of her mobility. She tended to wake at night and was active during the night.
- At these times, her mobility and concentration were poor. She was at risk being on her own overnight: her mental health tended to deteriorate following poor sleep, which resulted in her becoming preoccupied with auditory hallucinations. She was vulnerable and would wander and knock on other residents' doors at night.
- She was assessed to need 24 hour residential support/care.
- Mrs D had a thorough mental health assessment, which was shared with the Social Work team and Memory Services.
- Mrs D's night sedation was reviewed and reduced by the GP as it was not helping with sleep at night.

What 'good' or 'success' looks like:

- Mrs D settled in well whilst in the Step Down bed. She wished to stay at the residential home.
- Mrs D was given the opportunity to receive Reablement/care closer to home, which sped up the process of discharge from hospital and allowed for a full assessment of her care needs.

What has been learnt:

- Following a period of weeks in the Step Down bed, Mrs D was assessed to need residential support. Risks associated with discharge home were minimised and managed with staff support over 24 hours/day.

Outcomes:

- Mrs D was assessed to need residential support. She was not enabled to safely return home as risks were deemed to be too great.
- Mrs D was happy with the outcome.

Conclusion:

- Successful MDT/joint working

Project (activity): Early Intervention Dementia Reablement Services – Newport

Background summary

- Mr C was receiving support from CRT Physio, Reablement Tech, Reablement Care and OT. Reablement Care were providing calls to support with personal care. Physio had provided a home exercise programme to promote mobility and strength.
- OT had provided equipment – chair raisers. Staff had noted some memory problems and made a referral to Dementia Reablement Service – Mental Health Practitioner for memory assessment. Mr C was not retaining information regarding the exercise programme and was reluctant to complete the exercises when his wife encouraged him to.
- The Mental Health Practitioner discussed the situation with Mr C's GP who supported the referral for mental health/memory assessment. She agreed to request a CT Head scan following my initial screening if this was appropriate. She reported a history of UTI and hallucinations and lots of GP input over the past six months. She reported that Mr C was prescribed a low dose of antidepressant medication approximately six months ago. He had taken this in the past and found it helpful.
- Following initial assessment, it was identified that Mr C's mood was low and his wife was experiencing carer stress. Mr C could be demanding towards his wife. They identified that they would like Mr C's mood to improve, which Mrs C thought would help alleviate some of her stress.
- Following a period of assessment and liaison with GP, antidepressant medication was increased. Mr C received cognitive testing and carer support was provided to his wife. Mr C's mood improved and his wife reported that he had become less demanding. He decided that he did not wish to be referred on to Memory Services for diagnosis/medical opinion as he would not wish to know whether he had a dementia. Mr C's physical health continued to deteriorate and he required long term care support at home.
- Mr C and his wife reported benefit from input from the service and felt better able to cope with the circumstances and Mr C's health situation.

What worked well, what didn't work so well:

- Carer support and ongoing monitoring and support visits worked well and Mr C and his wife felt supported during their time with the service. It was reported that mood improved, possibly as a result of medication increase.
- Mr C's exercise programme did not go as well as anticipated as he was not able to retain the information and became irritable with his wife when she tried to support him with it.
- Mr C's physical health deteriorated and he was nursed in bed. This was a fast deterioration not anticipated when Reablement first became involved.

What 'good' or 'success' looks like:

- Subjective reports of benefit from the people involved.
- Improvement in situation/achievement of goals.

What has been learnt:

- Person-centred care and the person's wishes are central to the support we provide.
- Objective improvement in health/physical ability is not necessarily the only evidence of success. Memory problems and diagnosed/undiagnosed dementia are by nature deteriorating/degenerative conditions. It is naïve to expect objective improvement in every situation. This was successful input, without an improvement in mobility as originally intended.

Outcomes:

- Although memory assessment was completed, the activity did not result in referral to memory services and diagnosis of dementia as this is not what the patient wanted to pursue.

Conclusion:

- Overall, what do you feel is important to share and what you think people can learn from your experience
- What next – what would you like to happen in the future?
- Successful MDT/joint working
- Successful work with service user and carer.

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
ABUHB	Anuerin Bevan University Health Board.
AMHP	Approved Mental Health Professional
BIA	Best Interest Assessor
CIW	Care Inspectorate Wales
DOLS	Deprivation of Liberty
IAA	Information Advice and Assistance
OT	Occupational Therapy
RGH	Royal Gwent Hospital
TUPE	Transfer of Undertakings Protection of Employment rights.
WCCIS	Welsh Community Care Information System