

Adult Services & Health Overview & Scrutiny Panel

End of Year Performance



ANGELA MORRIS
DIRECTOR OF OPERATIONS

Our vision

“To fulfil the potential of every customer, colleague and community we work with”

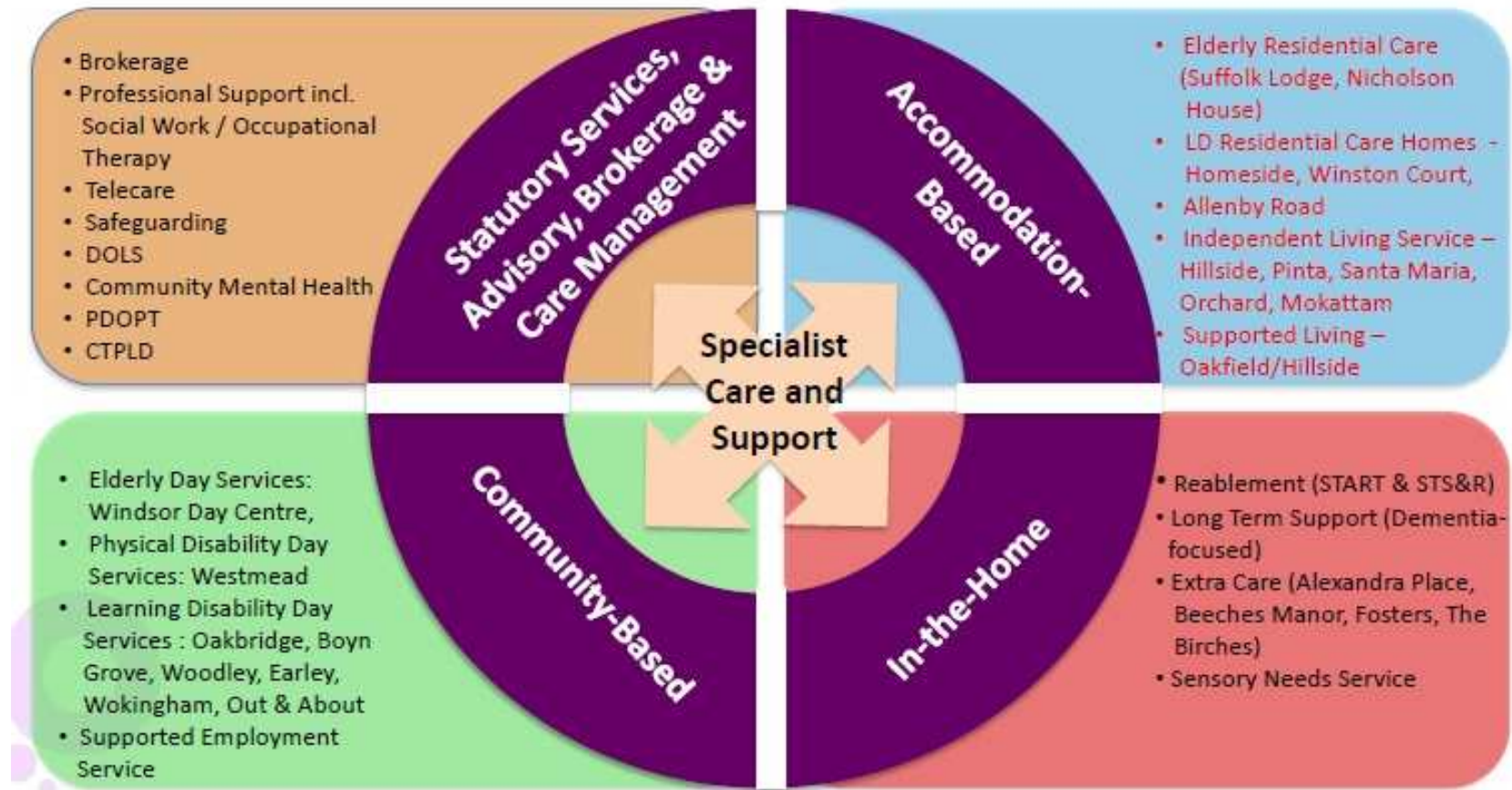
Our mission

“To be a resilient, efficient and growing Social Care Company capable of delivering high quality, innovative services to more customers, delivered by passionate and skilled staff”

Our values



Our services



About us



We employ 641 people



The People

We provide care and support to approximately 5000 people

People with learning disabilities and autism, people with physical disabilities and sensory impairments, older people particularly those with dementia and people with mental health issues.



About us



Services in Wokingham, Ascot,
Windsor, Maidenhead and
Oxfordshire

Our Services

Residential Care, Extra Care,
Independent Living, Home Care,
Short Break Care, Re-ablement
Services, Day Care, Supported
Employment

Statutory Adult Social Care,
including integrated learning
disability and mental health
services

Services delivered for RBWM



Statutory Services	<ul style="list-style-type: none">• Safeguarding and Deprivation of Liberty Safeguards (DOLS)• Social Work• OT• Care Brokerage
Provider Services	<ul style="list-style-type: none">• Residential Accommodation for Adults with a Learning Disability• Day Services for people with a Learning Disability• Day Centre services for Older People / Dementia• Extra Care• Reablement• Respite Services
Quality Assurance and Governance	<ul style="list-style-type: none">• Internal Governance• External Governance

2020 Strategy Delivery



Central to the 2020 Strategy is ensuring customers are at the centre of decisions and planning through co-designing services and business development. This will be realised in a number of ways, for example:

- Customers will have greater influence over the people who work for Optalis, through their involvement in staff recruitment and selection. Customer representatives have sat on the interview panel for key roles in the organisation such as the HR Manager and Head of Statutory Services, with plans to roll out across the whole organisation.
- Developing Customer Forums. The first of its kind Customer Conference is being planned in September 2018. This event will bring together customers and supporters across Optalis Learning Disability Day service. It promises to be an inclusive and interactive event.
- Customers are also being given the opportunity to nominate an Optalis member of staff/team for an Optalis Customer Choice Award in our annual star awards – initiative runs for the first time this year.
- Customers are co-producing the Optalis information leaflet i.e. reading it to check that it makes sense to them.



Customers



In 2017 Optalis hosted a series of coffee mornings with Customers. The purpose was to listen to people who receive Optalis care and support. Feedback provided by customers has informed the Optalis 2020 Strategy.



Customers: We will ensure our customers are involved in enhancing, developing and creating services which delivers the best possible experience.



Quality: We will deliver safe, high quality services to enable residents to live independently for longer, delivering aligned services earlier to reduce escalation of need, cost, and complexity



Staff: We will attract, support and develop people who are motivated, informed and inspired to provide a level of service demanded by our values



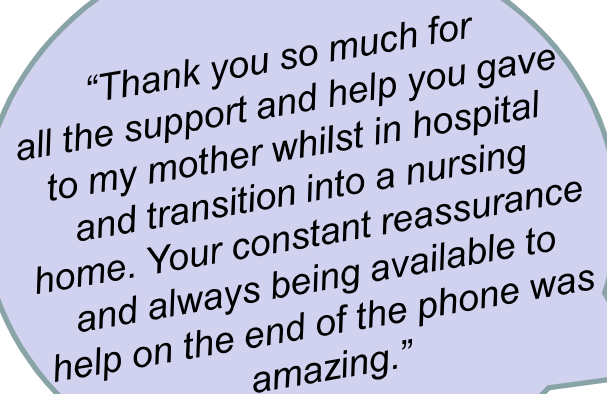
Value and Growth: We will achieve growth and value by being well-managed, resilient and by delivering innovation through efficient and value for money services.

Customer Views Count




Optalis is committed to finding out what matters most to the people who use our services, listening to their views and taking action when it is needed.

The Compliment of the Month Scheme is one way Optalis recognises outstanding practice by both teams and individuals across the company.



"Thank you so much for all the support and help you gave to my mother whilst in hospital and transition into a nursing home. Your constant reassurance and always being available to help on the end of the phone was amazing."



"It has gone like clockwork and everything that had to be dealt with had been dealt with – excellent!"



Customer Views Count



Older people who attend the Windsor Day Service commented that the environment was “calm and relaxing”. One customer identified the “real difference it has made to my life” and reflected without it she would “be stuck at home”.

People with learning disabilities who attend the Boyn Grove Day Centre were keen to share the great variety of activities that they participate in, including golf, drama, yoga and Book Club. Everyone spoken to said it was a great place to meet friends “I like it here a lot, the people are very nice”.



Staff



Optalis Staff Survey 2017

- 72% are satisfied with their job role (up on 2016).
- 81% find their working environment safe (up on 2016).
- 72% say they have work life balance (up on 2016).
- 76% have regular supervision (up on 2016).
- 94% say they understand safeguarding (up on 2016).
- 82% say they have the training they need to do the job (up on 2016).
- Vacancies have reduced by 47% since April 2017.
- Optalis vacancy rates currently 6% (national average 8.5%).
- Annualised absenteeism days 8.97 (national average 10.5).
- Staff turnover on a rolling YTD average of 22% (compared with a national average of 27.3%).



Quality



Following the transfer of the RBWM adult social function to Optalis, a fundamental root and branch review of the quality and governance system took place which resulted in the development of a comprehensive programme applied across the organisation.

Achieved to date:

- Creation of a consistent quality framework across regulated services which is CQC compatible.
- Principal Social Worker in post from February 2018. Part of their work programme is the completion of case file audits and learning events with staff.
- Careful skill based recruitment to create a competent Quality Assurance and Governance team that can support and challenge the operational teams to provide excellent services and adopt a culture of continuous improvement and CQC compliance.



Quality



- Review of all policies and procedures to ensure they are fit for purpose and a monitoring system to ensure staff are applying them consistently.
- Introduction of a quality system called i-auditor which enables staff to measure how well their service is doing against the CQC standards. Senior managers being visible by attending staff meetings to show leadership and commitment to improve quality and making it all our business.
- A programme of back to the floor days for senior managers with front line staff.
- Leading on a peer review with another council and embedding learning.
- Quality is now a key objective for all staff and will be measured in supervision and annual appraisals.
- Introduction of a peer auditor system where managers audit each others service and implement learning.



CQC Registered Services

Safe, Effective, Caring, Responsive & Well Managed Services

Service	CQC Rating	Safe	Effective	Caring	Responsive	Well-led
START	Good	Good	Good	Good	Good	Good
9 Allenby Road	Good	Good	Good	Good	Good	Good
Mokattam	Requires Improvement	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
5 Winston Court	Requires Improvement	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
16 Homeside Close	Requires Improvement	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement
STS&R	Requires Improvement	Good	Requires Improvement	Good	Good	Requires Improvement
ILS	Good	Good	Good	Good	Good	Good
Suffolk Lodge	Requires Improvement	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
Extra Care Berkshire	Requires Improvement	Requires Improvement	Good	Good	Good	Requires Improvement
Extra Care Oxfordshire	Good	Good	Good	Good	Good	Good
Homecare	Not yet inspected					

Key Performance Indicators Outcomes

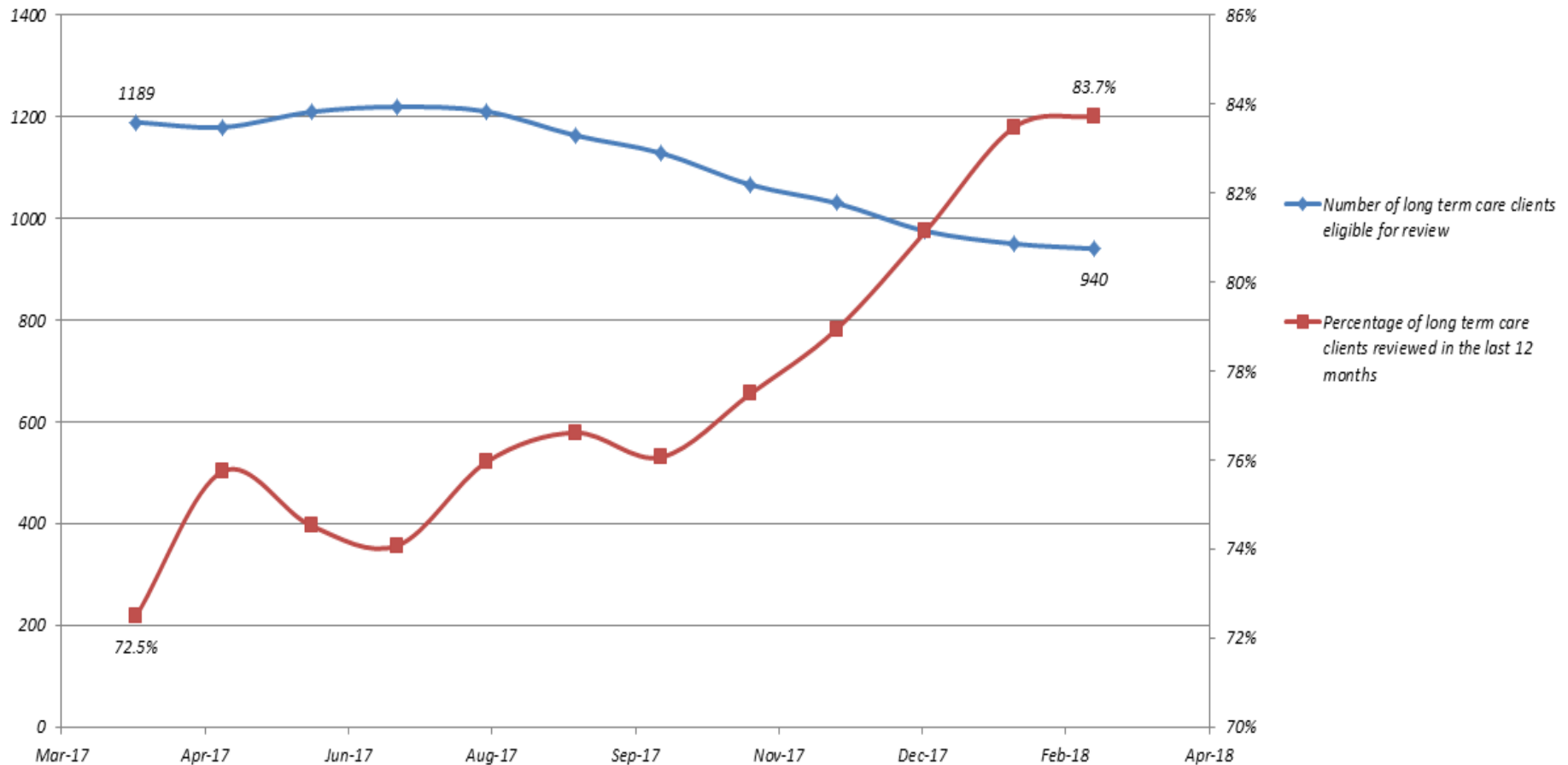


Month: March 2018

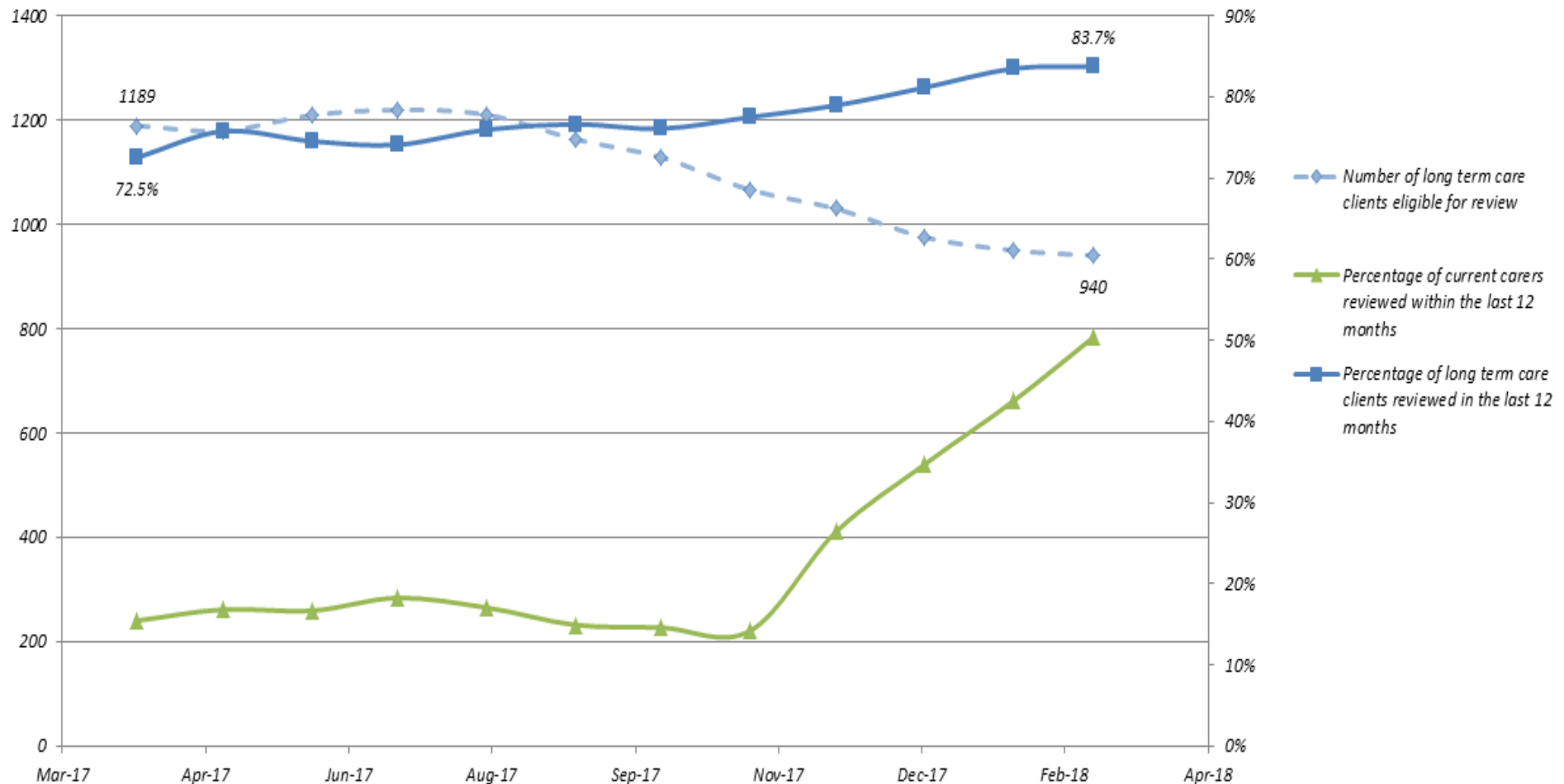
Contractual Measures	Performance	Target	Polarity	RAG	Comments
Percentage of long term cases reviewed in the last 12 months	83.7%	96.0%	Higher is better	Red	There has been a number of focussed activities targeted at review and this has seen a considerable improvement across the year. The target has been reviewed now for the next financial year and that target will be more in line with the national reporting and benchmarking.
Number of long term care clients reviewed in the last 12 months	787	Due			
Number of long term care clients eligible for review	940	153			
Percentage of current carers reviewed within the last 12 months	50.4%	96.0%	Higher is better	Red	Considerable data cleansing was required in this area and there were 2 changes of the cohort of where we agreed the review that was required. Now that is clearly understood we are on track for an increase in performance early in the new year.
Number of current carers reviewed within the last 12 months	64	Due			
Number of current carers eligible for review	127	63			
Percentage of support plan assessments in timescale	88.2%	80.0%	Higher is better	Green	
Number of support plan assessments in timescale	592	Out			
Number of support plan assessments	671	79			
Delayed transfers of care, per 100,000 population, attributable to RBWM	1.2	1.5	Lower is Better	Green	
Aged 18+ Population	114638				
Average RBWM delayed transfers of care	1				
Percentage of rehabilitation clients still at home after 91 days	81.4%	87.5%	Higher is better	Yellow	The national reporting of this indicator is only reported on the referrals for the 3rd quarter of each year and the reviews then carried out during the last quarter. Therefore the monthly reporting will not always mirror the monthly monitoring which will just give us a snap shot of how we expect to report.
Reablement discharges location after 91 days - at home	381	Returned			
Number of reablement discharges in the month	468	87			
Percentage of safeguarding enquiries allocated within timescale	89.2%	90.0%	Higher is better	Green	
Number of safeguarding enquiries allocated within timescale	666	Out			
Number of safeguarding enquiries allocated	701	35			
Percentage of safeguarding enquiries progressing to investigation	40.9%	30.0%	Higher is better	Green	
Number of safeguarding enquiries progressing to investigation	473	Not			
Number of safeguarding enquiries completed in the month	1157	684			
Safeguarding service user satisfaction	83.1%	80.0%	Higher is better	Green	
Total score of safeguarding surveys	1645	Negative			
Total possible score for safeguarding surveys	1980	335			
Percentage of establishments in serious concerns, moved on within 6 months	100.0%	50.0%	Higher is better	Green	
Number of establishments removed from SCF within timescale	1	Not			
Number of establishments removed from SCF	1	0			
Percentage of DoLS applications not dealt with within 12 months	4.9%	25.0%	Lower is Better	Green	
Number of DoLS cases not signed off within 12 months	27	In Time			
Number of DoLS applications signed off in the month	554	527			

Reviews

The chart below shows the number of clients plotted against the percentage of reviews completed, the volume of reviews done over the year, 2245 support plan reviews over the 12 month period. This is compared to 1698 that were completed the year before.



By implementing our Each Step Together approach we have been able to successfully support people to connect with community services and this is shown by the reduction in the number of long term clients eligible for review.



Achievements

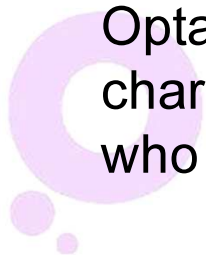


- By good community engagement staff from Heston Blumenthal's Restaurant The Fat Duck in Bray traded in their cookery skills for painting and decorating when they helped out with a day of painting at Boyn Grove Community Centre.
- STS&R teams commitment during the adverse weather was exemplary. The Business Continuity Plan was initiated on forecast of the first indicated disruptive snow fall. Business continued as normal for our customers.
- New ways of working (Each Step Together) in place to ensure we can respond to residents quickly and efficiently.
- Fully engaged in working to provide an integrated Health and Social Care response with Health and the Voluntary Sector.





- **Reminiscence Box** - Reminiscence box training at Boyn Grove showcases dementia services. An extremely successful training day took place at Boyn Grove on 13 March as homecare providers from Maidenhead learned more about Reminiscence Boxes and how people with dementia can benefit from being able to share their memories sparked by the contents of the boxes.
- Allenby Road respite unit has received a good rating by the Care Quality Commission.
- Carer's drop in service is in place at Maidenhead Library run by an Optalis Social Care Practitioner and representative from local carer's charity Signal 4 Carers – useful contacts were made with residents who were unaware of Optalis services.





- The Daily Living Made Easy Event at Maidenhead Town Hall on 4 September was a great success with over 170 members of the public, professionals and Optalis colleagues attending. Stallholders such as Alzheimers Dementia Support together with the NHS, Fire Service and a host of other representatives were able to showcase equipment and new technologies to a wide audience and offer advice and information about assisted living products.
- Ally Rangers are sowing the seeds of success. A gardening group made up of service users from the Oakbridge Day Centre are working wonders at Windsor Cemetery and Alexandra Gardens and developing new skills at the same time. The group known as the Ally Rangers have worked together with ISS Grounds Maintenance to carry out a range of horticultural tasks such as pruning roses, weeding and clearing pathways.



Optalis RBWM – Financial Position

2017/18

Category of Spend	Budget 2017/18 £000	Outturn Variance 2017/18 £000 (Under) / Over Spend
Management and Staffing Teams	6,308	(246)
Provider Services	6,338	(48)
Commissioned Services	20,306	294
Total	32,952	0



Thank you

