

The image features a background of a busy city street with a large crowd of people, overlaid with a semi-transparent dark grey filter. The scene includes buildings, trees, and a traffic light. The overall aesthetic is modern and professional, with a color palette of purple, blue, and white.

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choices for living

# Optalis Performance Review 2020/1

**“Thank you for keeping  
us safe”  
Optalis customer**

Our shared **vision** with RBWM for adult social care is:

***To enable people in the Royal Borough of Windsor and Maidenhead to  
live independent and fulfilled lives.***

Our shared key **principles**....

**Prevention**

Embedding  
prevention to  
avoid crisis and  
loss of  
independence

**Community**

Investing in  
communities and  
their assets and  
connecting  
individuals to  
them

**Choice**

Shaping solutions  
around outcomes  
that matter to  
individual people

**Values**

Treating everyone  
with compassion,  
respect and  
dignity

**We operate more than 20 different care services for residents across the Royal Borough, including:**

- Day services for people with learning disabilities
- Supported/independent living and extra care services
- Dementia and respite services
- Reablement and hospital discharge
- Occupational therapy
- Safeguarding coordination
- Governance and Quality Assurance
- Integrated care (with NHS) for people with mental health issues
- Brokerage and support
- Support for older people and physical disabilities
- Integrated care (with NHS) for people with learning disabilities and autism
- Supported employment training for people with learning disabilities and autism

# Pandemic Performance

- **Keeping our customers and staff safe** – over the last 15 months, we have not lost a single customer or member of staff to a Covid infection picked up in our services.
- **Maximising hospital bed availability** – our social work, reablement and occupational therapy teams helped to relieve the pressure on NHS beds at the height of the pandemic by discharging 53% more people than last year from local hospitals safely and efficiently between January and April 2021.
- **Supporting minorities** – many of our staff and customers are from minority groups for whom health inequalities and vaccine hesitancy have been a concern. Working with health colleagues, we have supported these groups through tailored risk assessments and vaccine education sessions delivered by clinical pharmacists
- **Service challenges** – mandatory Covid restrictions caused issues for some residents who depend on our day services. Wherever possible, we have provided alternative support for these customers.

# Pandemic Learnings

- **We need to review traditional ways of doing things** – the pandemic unexpectedly highlighted opportunities to do things differently. For example, customer feedback during the pandemic confirmed that we need to increase the range and variety of day service opportunities that we offer to residents.
- **Our people are willing to initiate and embrace change** – our teams showed exceptional resilience on the Covid front line in a volatile, uncertain, complex and ambiguous environment. They also showed themselves to be highly flexible and open to suggesting new ways of working. We must encourage and embed this.
- **Working seamlessly with the Royal Borough and local health teams is the way forward** – working together in adversity showed us how much we can achieve when we join forces and support each other – e.g. our joint response to vaccine hesitancy; PPE supplies; discharging people from hospital.



# Operational Performance

- **Business as usual** – in addition to the extra challenges of the pandemic, we have also ensured that all our services have continued to operate to the high standards required by the Care Quality Commission (CQC) and the Care Act. The quality of our infection control procedures was specifically noted by CQC.
- **Rehabilitation** – the percentage of customers who received rehabilitation support on leaving hospital who subsequently were at home 91 days later stayed consistent, with over 80% of customers not returning to hospital within three months of discharge.
- **Finances** – we delivered our services across the Royal Borough in 2020/21 for £0.5m less than budgeted, through a combination of efficiencies and Covid grant funding.
- **New and expanding services**
  - The Extra Care service at Lady Elizabeth House in Maidenhead successfully transferred to Optalis at the end of 2020.
  - The Supported Employment service previously delivered by Ways into Work moved to Optalis in April 2021.
  - We are investing to grow our specialist reablement service, so that more local people can live safely and independently for longer.

# Analysis of performance

Hospital discharges 50% higher than winter 2020

Month	Number of patients discharged 2020	Number of patients discharged 2021
January	109	179
February	112	166
March	102	150

An increased number of people were discharged from Hospital during the first 3 months of 2021 safely and rapidly. This was down to the Hospital staff; Hospital Social Work team; support from CCG, CQA and Commissioning; and most importantly Providers. It is an exemplary success of cooperation under extreme circumstances.

# Analysis of performance

## Success and Good News Stories

### Access to PPE

- This relationship successfully supported PPE delivery to all providers in need of emergency PPE from March – April 2020 while the wider system response through the Local Resilience Forum (LRF) was safely established and PPE distribution could be centralised within the LA.
- Providers are encouraged to use their regular supply chains to source Personal Protective Equipment (PPE).

### Capacity Tracker (CT) Support

- Providers were supported and provided regular updates on completing the CT.
- Provider calls were set via CT weekly to raise issues.

### Testing and antibody testing

- Testing requirements on a weekly basis to review the position of Care Homes in relation to notification of outbreaks of Covid, receipt of testing kits and test results in order to prioritise whole care home testing.

### Digital offer

- Laptops, iPads and pilot for Connected Care.
- Online and virtual consultations and residents and their family keeping touch.



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# Transforming Optalis



## ‘Front Door’

By redesigning the point of entry to our services, we will make it as easy as possible for residents in crisis to access the services that they need.



## Prevention

We will find ways to reduce the number of people in crisis across the Royal Borough, through earlier interventions and new forms of support. This will require close collaboration with local voluntary and charitable organisations, our health colleagues and other stakeholders such as the police and community wardens



## Community Lives

We will continue to enhance and refine the range of day services across the Royal Borough, including a new Out & About service, use of technology tools and a programme of continuous improvement reflecting residents' needs.



## New ways of providing care

We will continually research ways to enhance the care we provide and monitor best practice elsewhere. Our intention is to become a national beacon of excellence in the provision of adult social care.

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**Thank You**

**Optalis**  
Trinity Court  
Molly Millars Lane  
Wokingham  
Berkshire  
RG41 2PY

 **@Optalis**

 **www.optalis.org**

 **info@optalis.org**