

Report to: Adult Social Care and Community Safety Scrutiny Committee

Date of meeting: 15 March 2018

By: Director of Adult Social Care and Health

Title: Health and Social Care Connect update

Purpose: To update on performance to date and future direction of the service

RECOMMENDATIONS

The Committee is recommended to:

- 1) Note the current performance of Health and Social Care Connect.**
 - 2) Note the proposals regarding the future of the service, in relation to the development of NHS111 and other Urgent Care initiatives.**
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1 Background

1.1 Health and Social Care Connect (HSCC) is the streamlined point of access into adult community health and social care services in East Sussex. It is delivered by East Sussex County Council Adult Social Care in partnership with East Sussex Healthcare NHS Trust.

1.2 HSCC operates 8am to 10pm seven days a week including Bank Holidays, and is available to GPs, community health services, social care, hospitals, care homes, SECAMB, other statutory agencies, the voluntary, community and independent sectors, and the public.

1.3 HSCC's key functions are:

- Providing information, advice and signposting enquirers to appropriate adult community health and social care services.
- Undertaking initial adult social care and carer assessments, transferring clients requiring more detailed assessment onto the appropriate team, and coordinating simple services, urgent packages of care, and urgent respite care.
- Managing referrals into community health and social care services such as district nursing, intermediate care beds and joint community rehabilitation. This includes triaging to determine urgency and need, and finding suitable alternatives if the service requested is not available.
- Managing and redirecting adult safeguarding concerns from the public and professionals.

2 Supporting information

Context

2.1 HSCC has been developed, commissioned and implemented as part of the East Sussex Better Together (ESBT) programme to develop a fully integrated health and social care system in East Sussex by 2018. In December 2015, High Weald Lewes Havens CCG took the decision to formally withdraw from ESBT but committed to the continued delivery of HSCC through its Connecting 4 You programme.

2.2 HSCC has been created by fully integrating into a single service three separate existing services: ICAP (Integrated Community Access Point), which managed community health referrals; CAT (Contact and Assessment Team), which undertook social care assessments; and Social Care Direct, which provided a public adult social care helpline.

2.3 HSCC operates 8am to 10pm seven days a week.

Performance

2.4 HSCC has experienced a busy and challenging year during 2017, with significant increases in contacts and referrals since April 2017, handled within the same staffing resources.

2.5 Key Performance Indicators since April - December 2017:

APPENDIX 1 sets out in detail the relevant graphs that relate to the Key Performance Indicators (KPIs):

- **KPI 1: Contacts Received Year to date:** as at December 2017, HSCC handled 95,674 contacts, an increase of 10% overall from December 2016. 63% of these contacts were telephone contacts via the Access hub.
- **KPI 2: Services Requested and Progressed onto:** within the Health Hub, just fewer than 23,000 referrals were made to Community Nursing Services, a 15% increase from the previous year. This reflects the increased focus on ensuring that patients' needs are met as much as possible via community healthcare services, avoiding acute hospital admissions wherever possible.
- **KPI 12a: Average Speed of Answer - Access:** despite an increase in total contacts coming into HSCC, current performance stands within the target response of 30 seconds at 25 seconds. Although most calls that are answered meet this target, the higher overall call volume has resulted in a higher rate of abandoned calls at 10%
- **KPI 12b: Average Speed of Answer - Health:** for urgent and high priority referrals and contacts in health, despite a 15% increase in activity average speed of answer remains well within the target of 30 seconds at 16 seconds, with abandoned calls also within the target threshold.
- **KPI 17: Staff Vacancy Rates:** HSCC employs 86.9 FTEs out of 95.5, maintaining a low vacancy rate of 7% within the target rate of 9%. This has been particular challenge to maintain given the service operates 7 days per week and out of office hours, but a robust induction and training programme, with the introduction of Competencies for all levels of staff within HSCC has assisted in ensuring that staff turnover has been kept to a minimum.
- **Safeguarding Contacts and Enquiries:** Since June 2017, HSCC Access has taken on the role of screening and triaging all new safeguarding concerns/enquires from the public and professionals, ensuring there is a consistent approach to how these concerns are then allocated to the various locality Assessment Teams across the County. This has resulted in HSCC processing an average of 130 Safeguarding concerns per week. The final graph in Appendix 1 sets out the top 10 allocations of safeguarding concerns that required further intervention from those teams.

Council Plan Measures:

- **Measure:** Percentage of Health and Social Care Connect contacts that are appropriate and effective (i.e. lead to the provision of necessary additional services). Target 98%- current performance 97.6%.
- **Measure:** Percentage of Health and Social Care Connect referrals triaged and progressed to required services within required timescales. Target 90% - current performance 91%.

2.6 Satisfaction surveys run with professional users of the service, the public and HSCC staff have provided useful intelligence for service improvements but indicate high levels of satisfaction across all three groups in relation to the appropriateness of the service offered, the ease of accessing it and the speed of response.

Future direction

2.7 From April 2017, HSCC began to develop a programme of work to become the Local Clinical Hub call handling service for East Sussex in relation to the re-procurement of NHS111 from April 2019. However, this has changed following the decision via NHS England to re-procure the CAS (Clinical Assessment Service) alongside 111 on a sustainability and transformation partnerships (STP) footprint which will be the Sussex and East Surrey STP. It is anticipated this

may still require HSCC to extend its services potentially to open 24 hours by April 2019. Developments are in the very early stages.

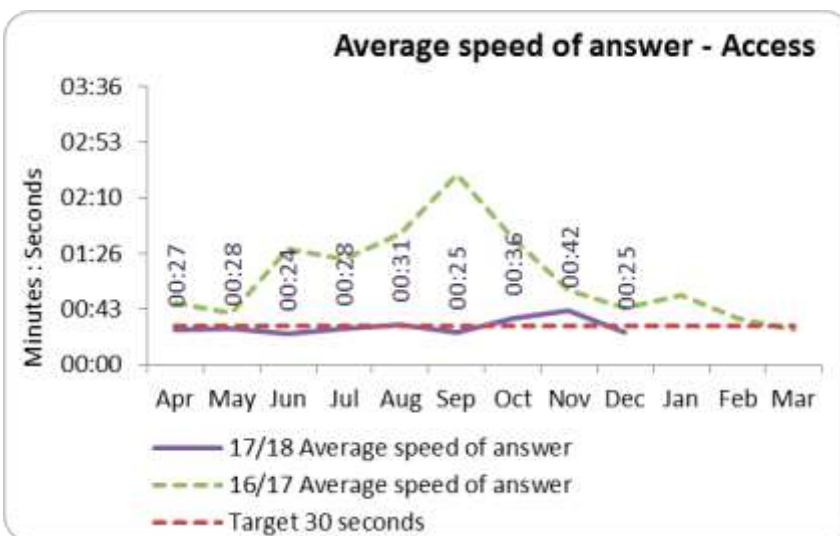
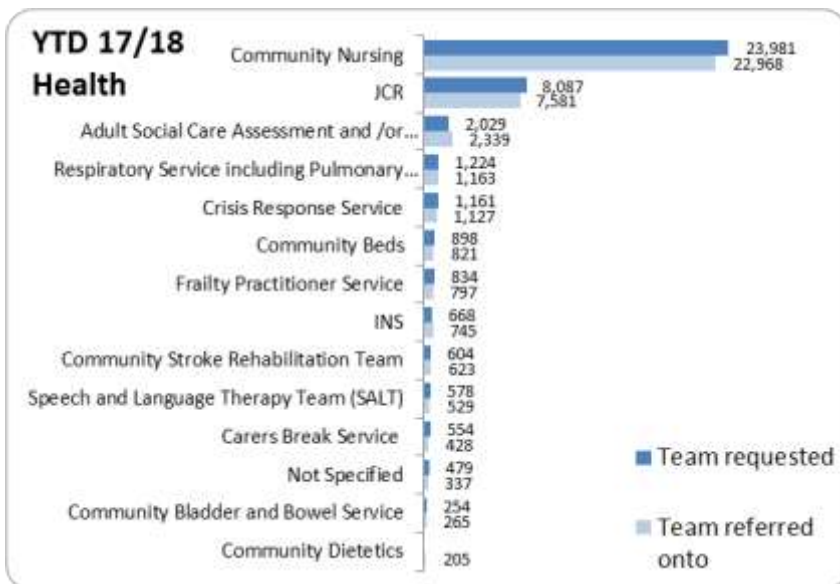
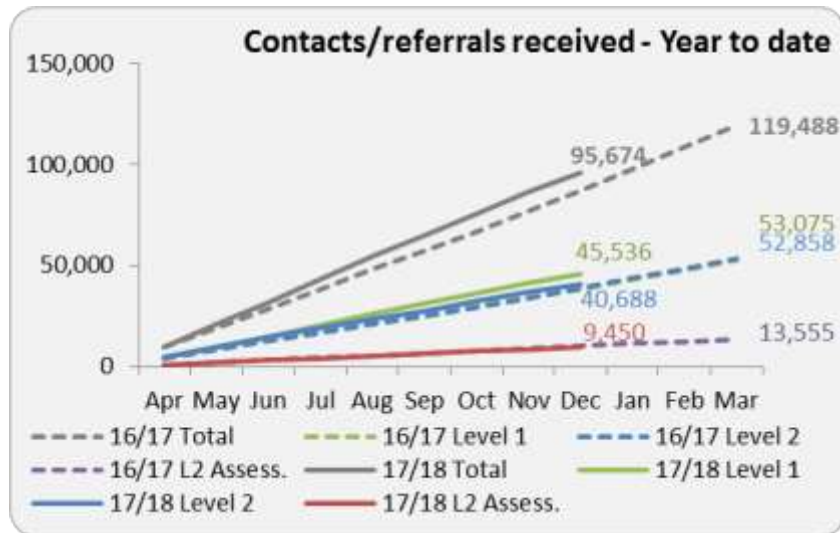
3. Conclusion and reasons for recommendations

3.1 The Committee is recommended to note the contents of this report and proposals for the future direction of HSCC.

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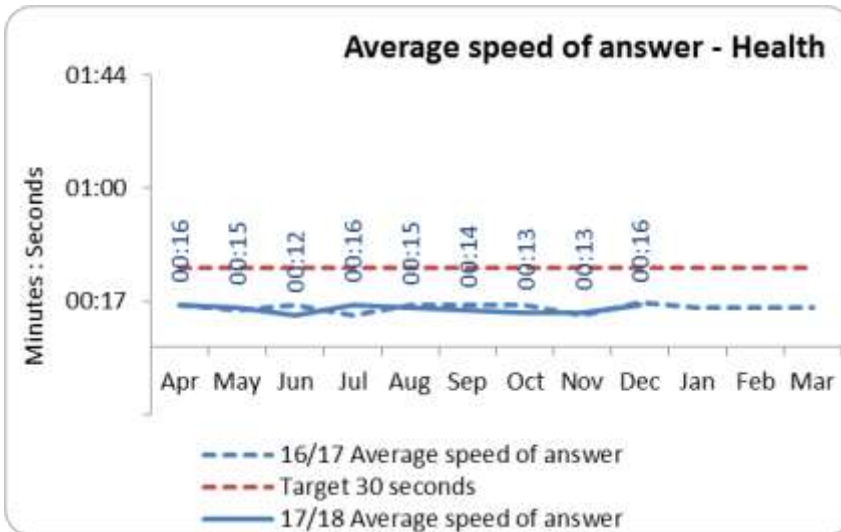
APPENDIX 1: HSCC Key Performance Indicators April - December 2017:



Abandoned Calls - Access



Average speed of answer - Health



Abandoned calls - Health



