

Adult social care performance

25 February 2015

Adult social care

The context

We provided adult social care services to over

13,000

people in 2013-14

Sheffield has the highest proportion of people over

65

compared to other big cities in England

We must make

£11.4m

worth of savings from Better Health & Wellbeing budgets in 2014-15

8,043 people's

needs were assessed by our staff in 2013-14

We still want to keep improving... our vision is of

independent, safe and well communities

that are

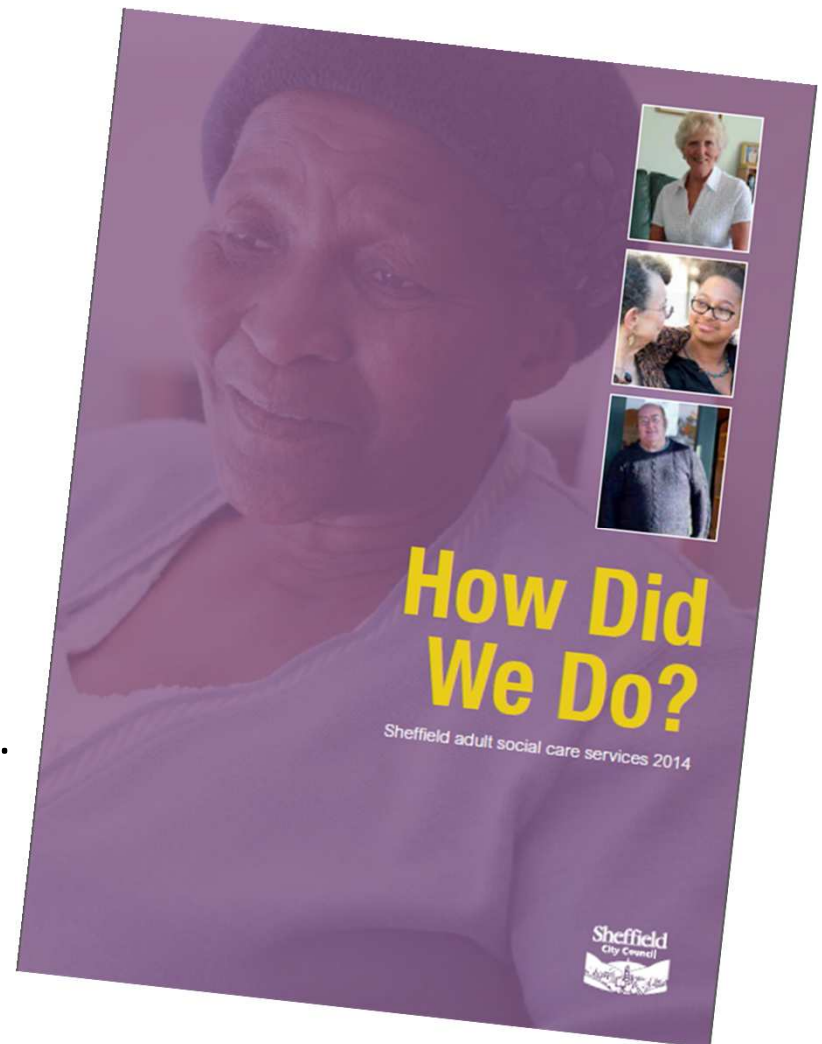
treated with fairness and dignity

Adult social care

Our performance

- We work with the other 14 councils in the region to benchmark, support and challenge and to share good practice
- We benchmark on 18 indicators – in 2013-14 we improved on 11 of these from the previous year
- We rank in the region's top 3 on 4 indicators but in the bottom 3 on 7 indicators
- For more information on our performance, our annual report is here...

www.sheffield.gov.uk/caresupport/policy/local-account.html

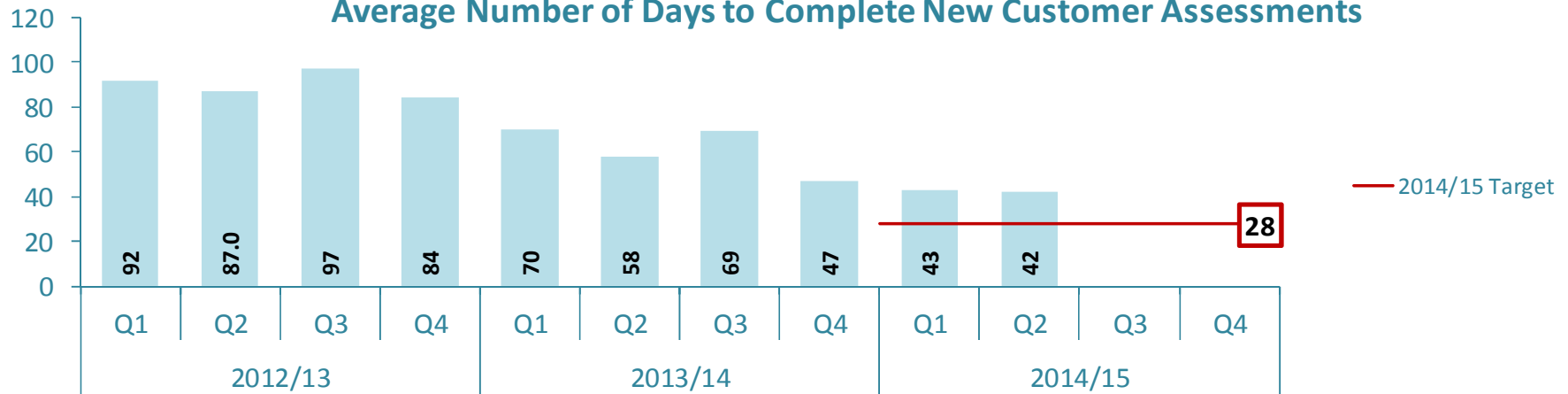


Adult social care

Assessment and review

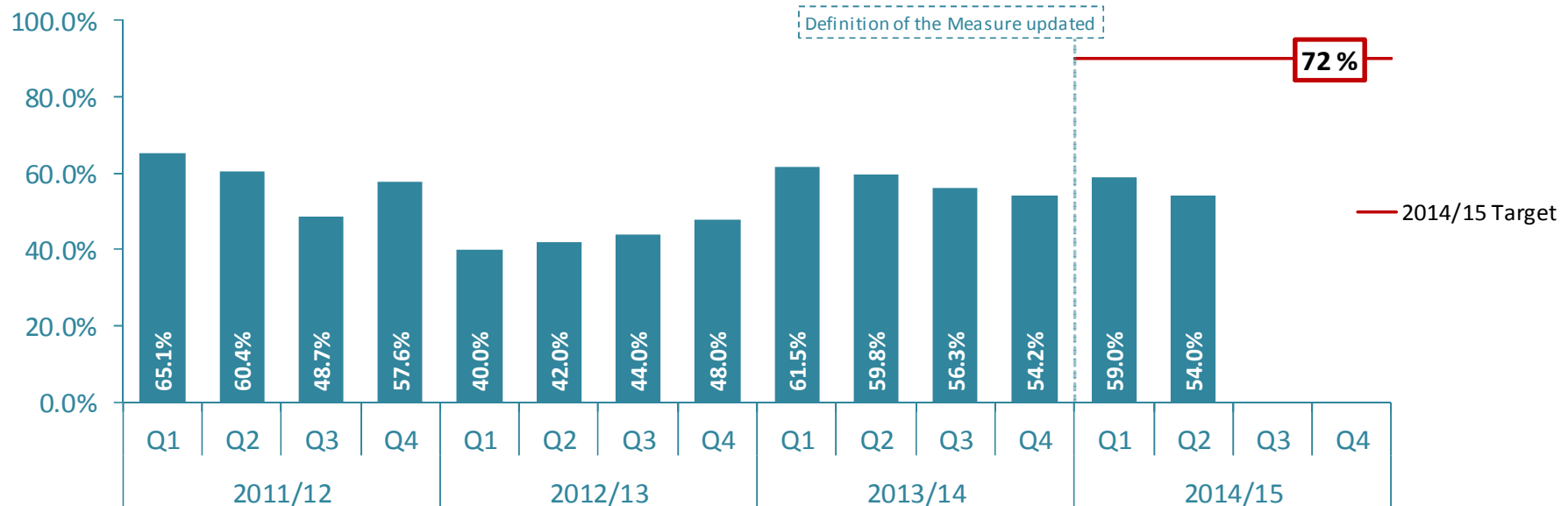
Assessments were taking a long time to complete and there was a backlog of reviews. What we have done...

Average Number of Days to Complete New Customer Assessments



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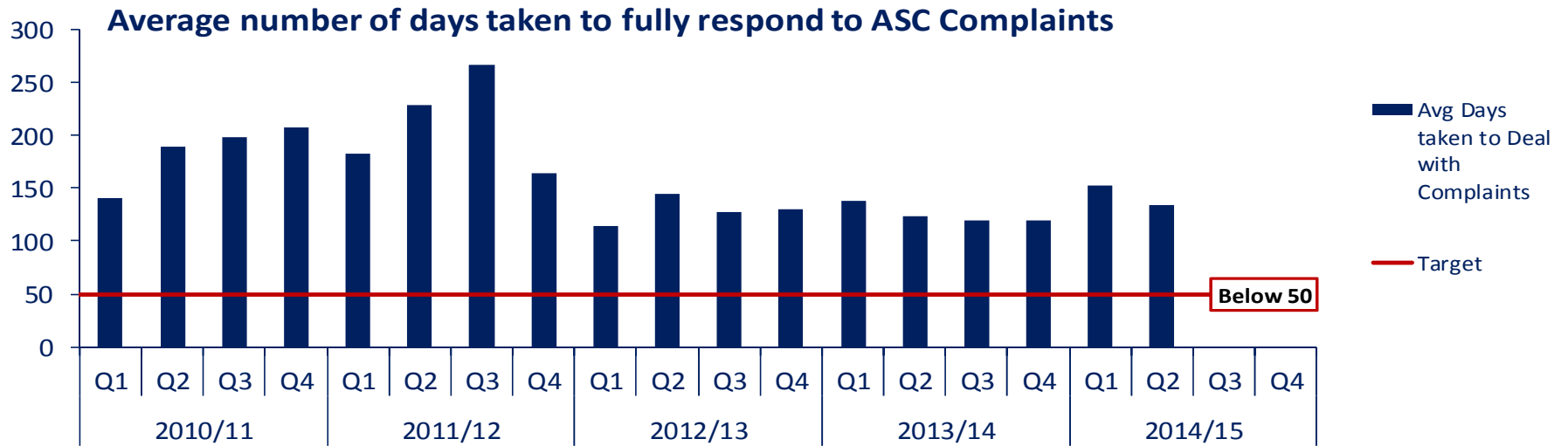
Adults Receiving a Review as a Proportion of Those receiving a Service



Adult social care Complaints

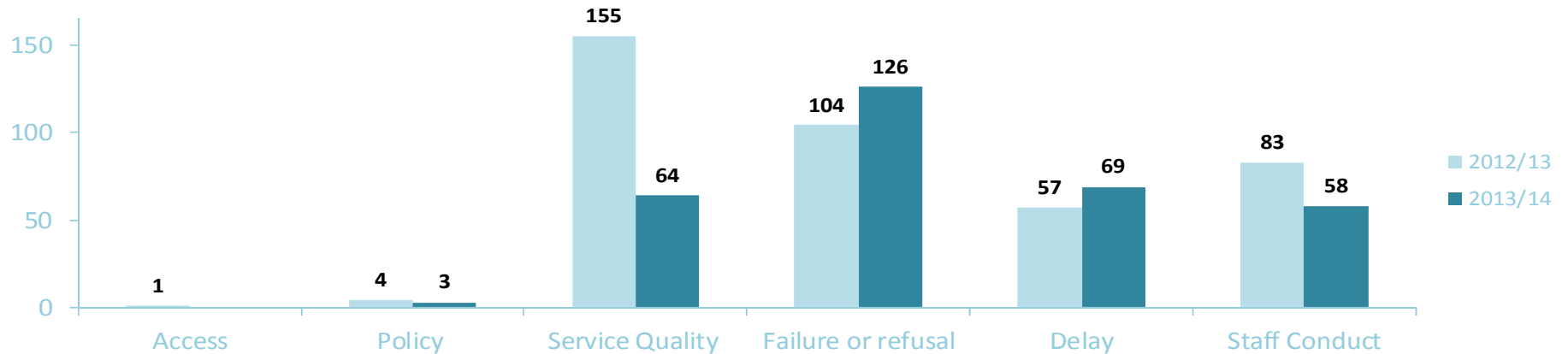
We were taking a long time to respond to complaints.
What we have done...

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The number of complaints received in 2012/13 and 2013/14, by subject

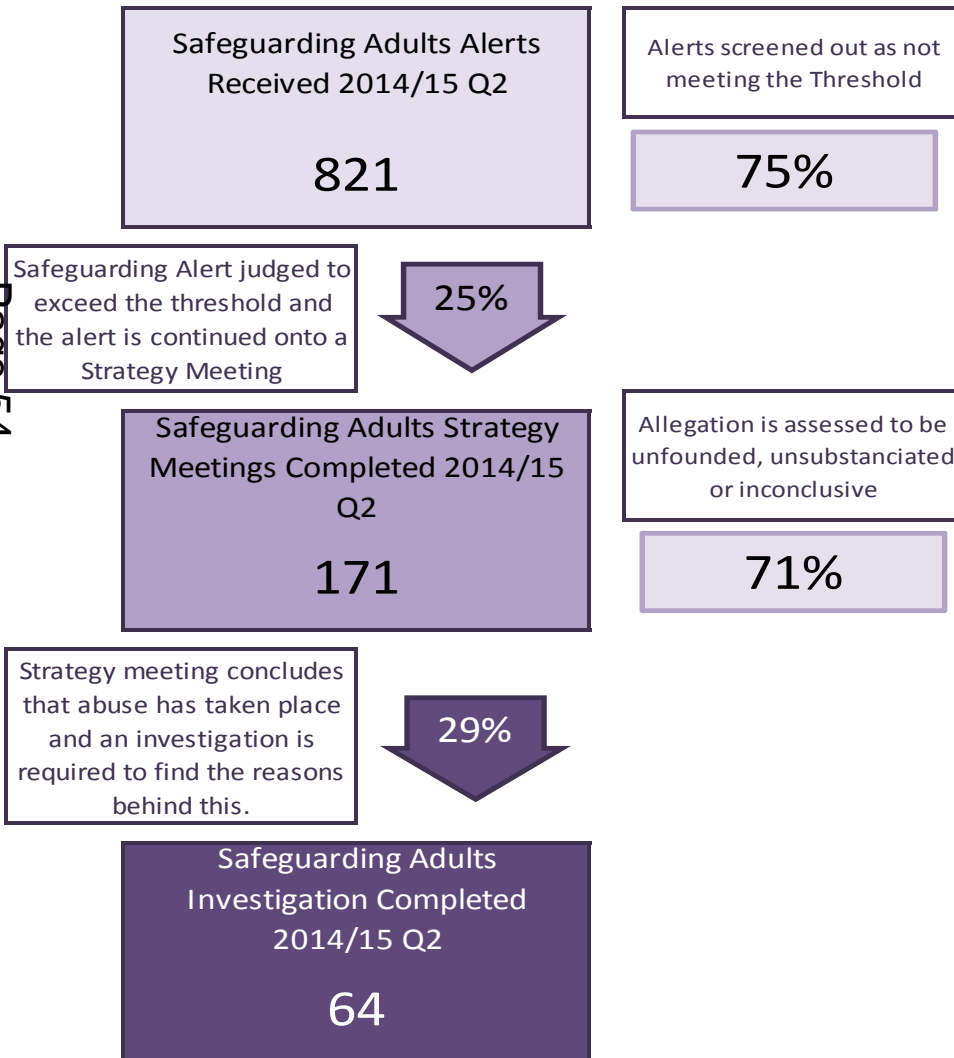
Note that each separate complaint can include more than one subject



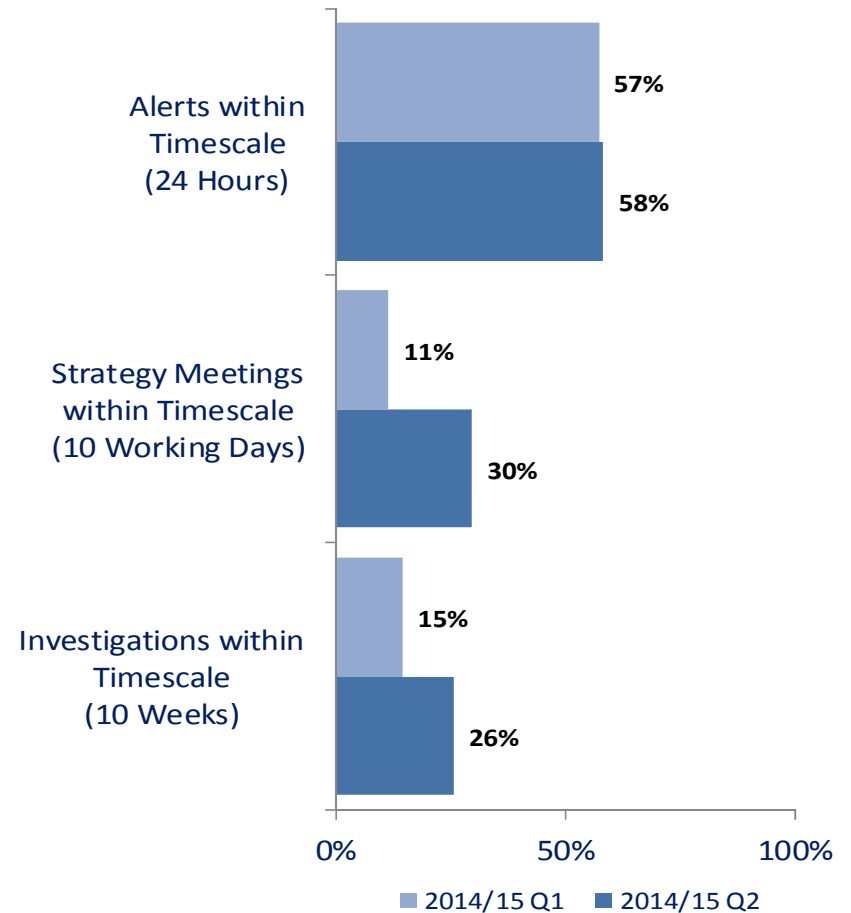
Adult social care Safeguarding

Our safeguarding system had a backlog of cases.
What we have done...

Safeguarding Adults Referral Process



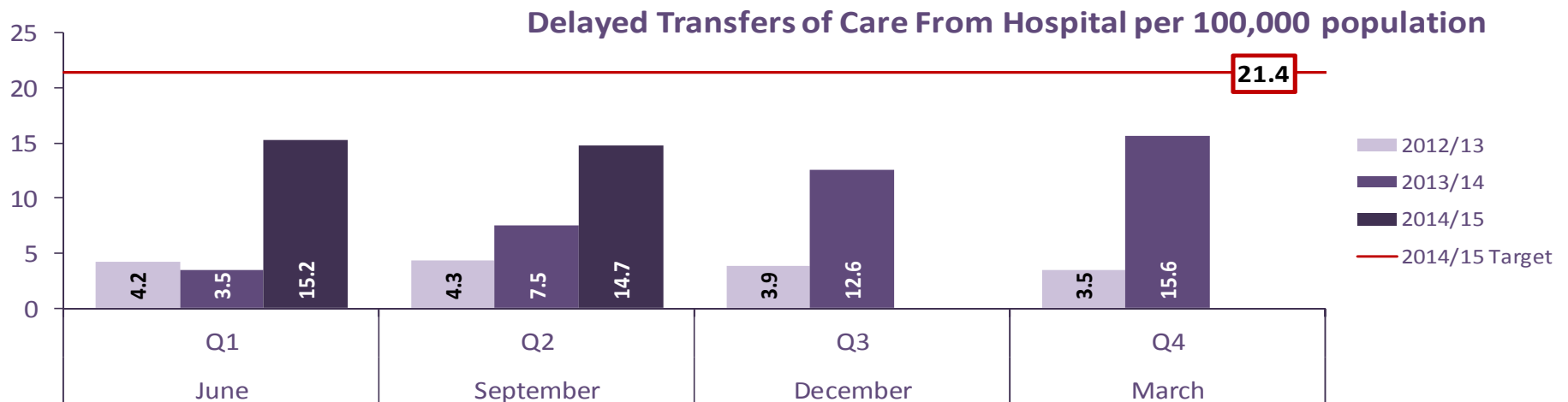
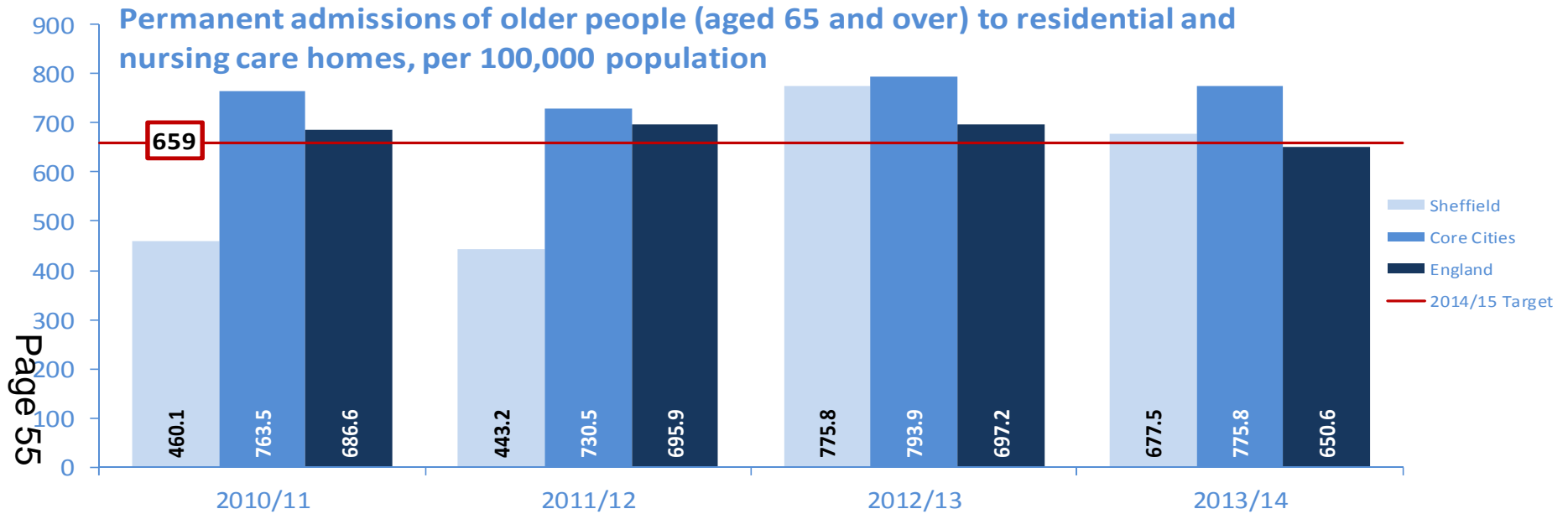
Proportion of Adults Safeguarding Stages completed within the timescales set by the Sheffield Adult Safeguarding Partnership



Adult social care

NHS policies and pathways

Permanent admissions to care homes were rising linked to changing care pathways and policies in the NHS, whilst delayed transfers of care seemed to be increasing.

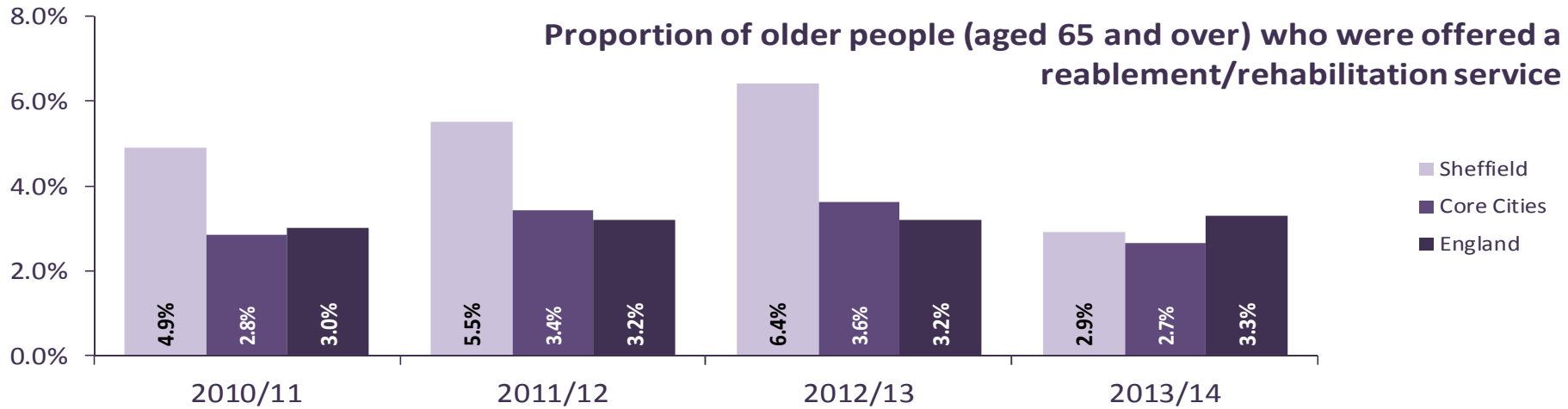


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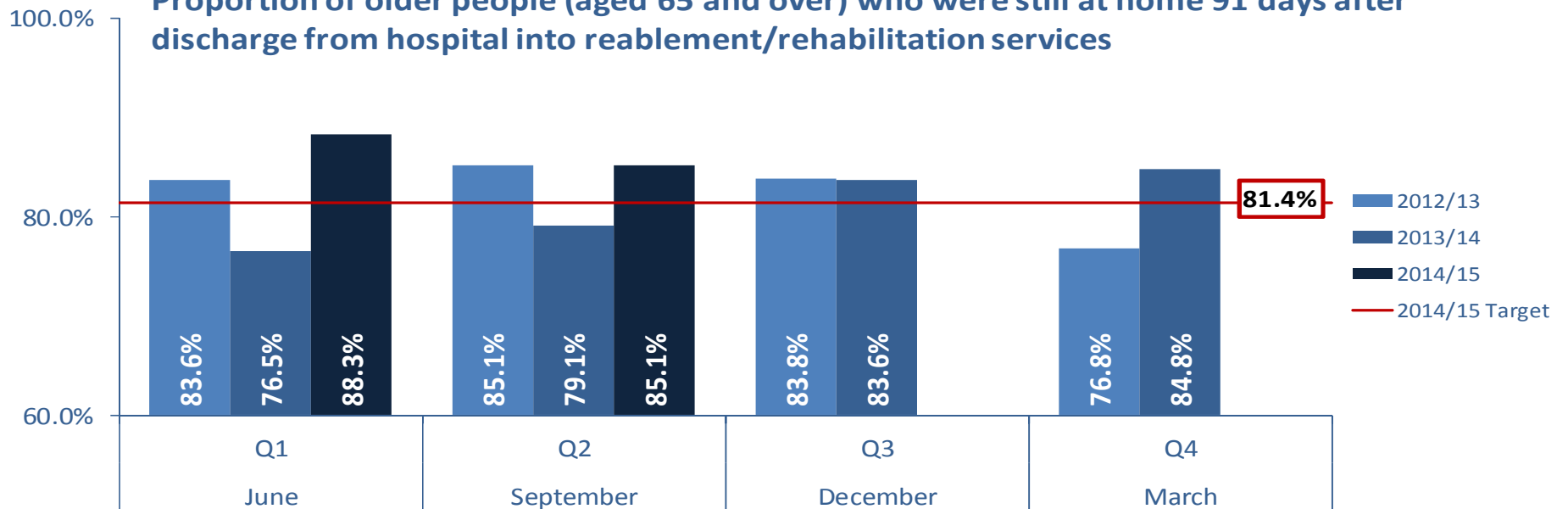
Reablement

We needed to do more to ensure the effectiveness of reablement services. What we have done...

Proportion of older people (aged 65 and over) who were offered a reablement/rehabilitation service



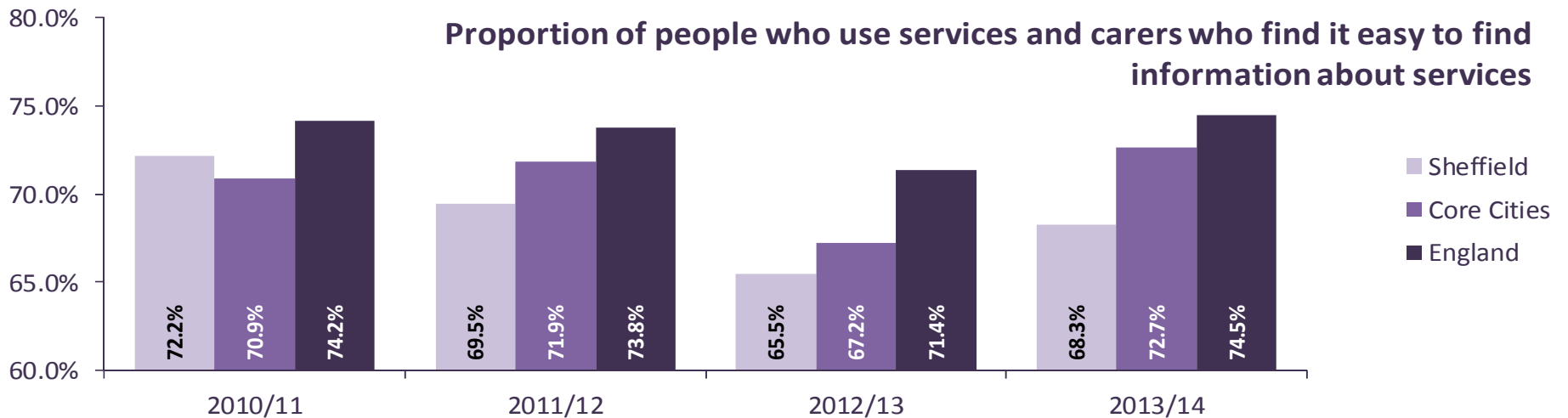
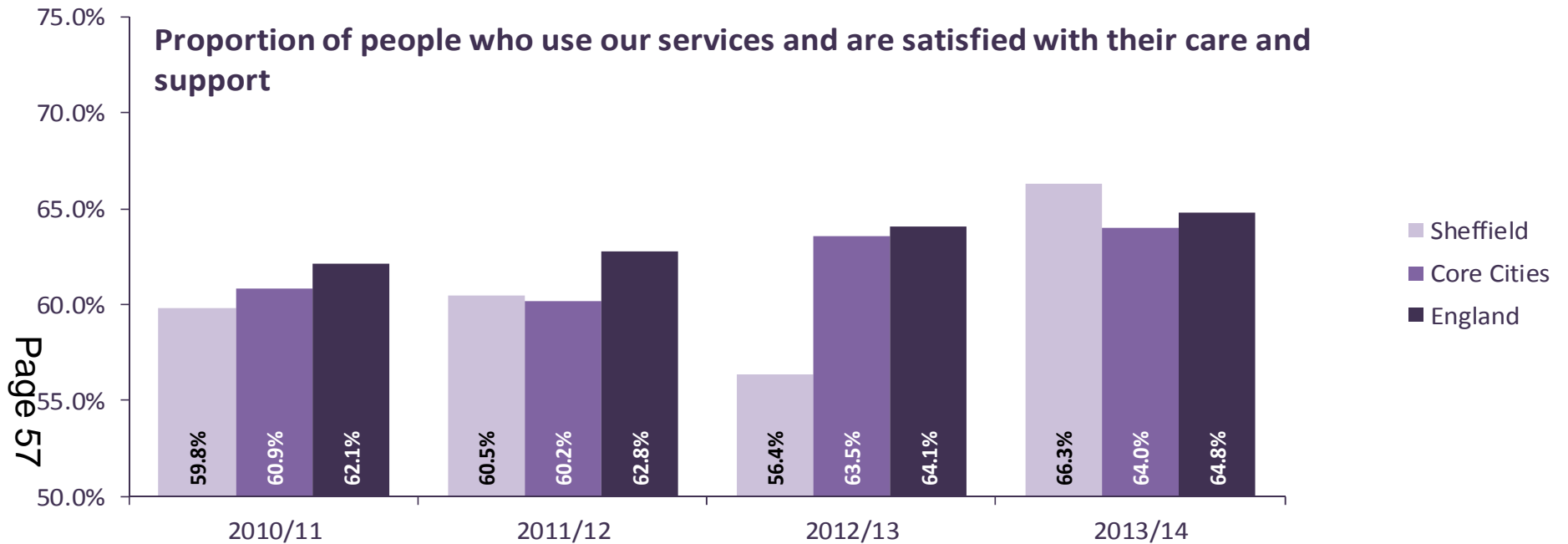
Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services



Adult social care

Other performance headlines

What the national survey of service users is telling us...



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