

HCSC Committee Scrutiny Report

Adult Social Care Front Door

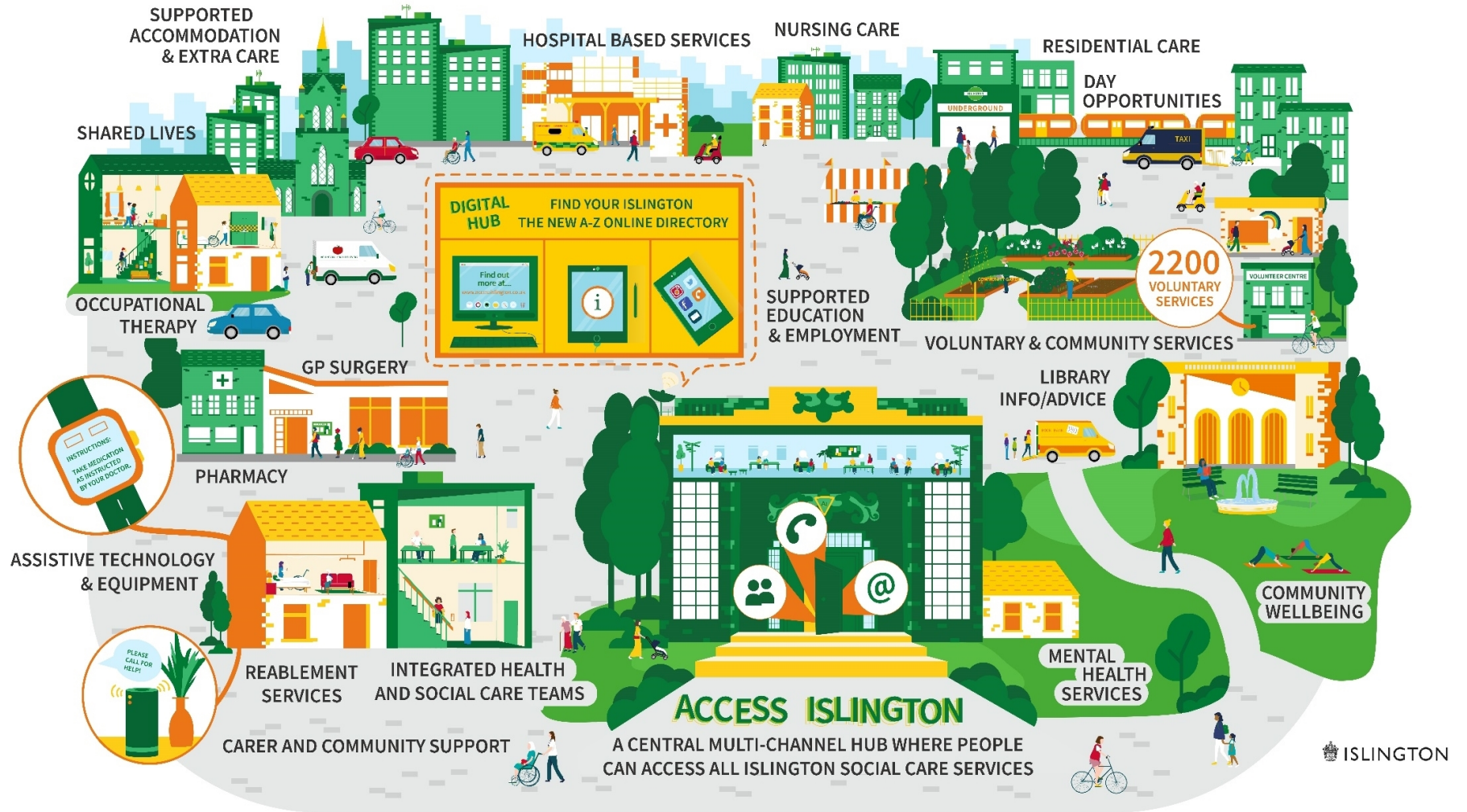
5th September 2023

Introduction

Adult Social Care Operating Model and Resident Journey

Islington Adult Social Care vision

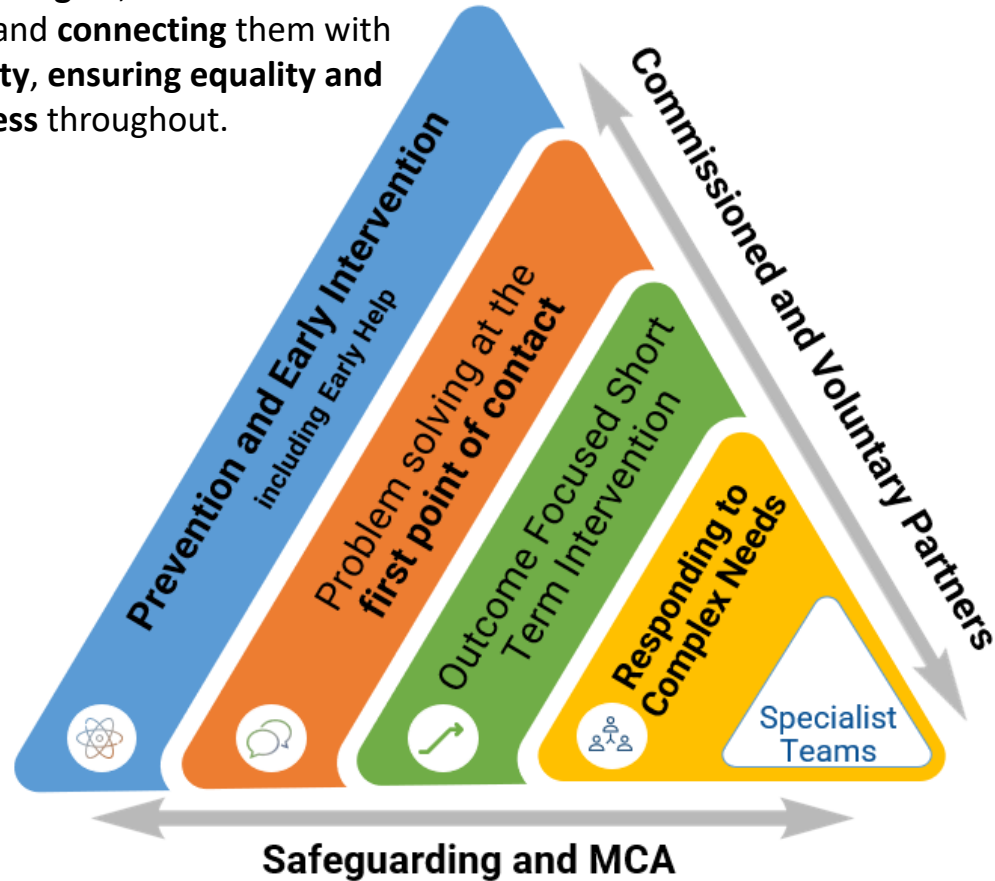
For Islington to be a place made up of strong, inclusive and connected communities, where regardless of background, people have fair and equal access to adult social care support that enables residents to live healthy, fulfilling and independent lives



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Adult Social Care Operating Model

Proactively taking all opportunities to **build on people's strengths, maximise their independence and connecting them with their community, ensuring equality and fairness** throughout.



Prevention and Early Intervention Work proactively to build on residents' skills, resilience and capacity to make positive and sustainable changes in the community.



Problem Solving at the first point of contact – up to 6wks

Highly skilled staff utilising a strengths-based approach to ensure a proportionate response to the presenting need.

- Advice and guidance
- Signposting
- Initial assessment/identifying support to maximise independence/support planning
- Unplanned reviews
- Onwards referrals
- Safeguarding/Response to Merlin reports
- Legal action/liaison



Outcome focused short term intervention – up to 6 wks

A joint focus on maintaining or improving independence by initiating short term creative interventions

- Establishing or initiating referrals to preventative interventions
- Unplanned reviews/amend offer appropriately



Responding to complex needs –

Holistically managing complex situations, to achieve sustainable best outcomes for the resident. Continuously reviewing with supervisor.

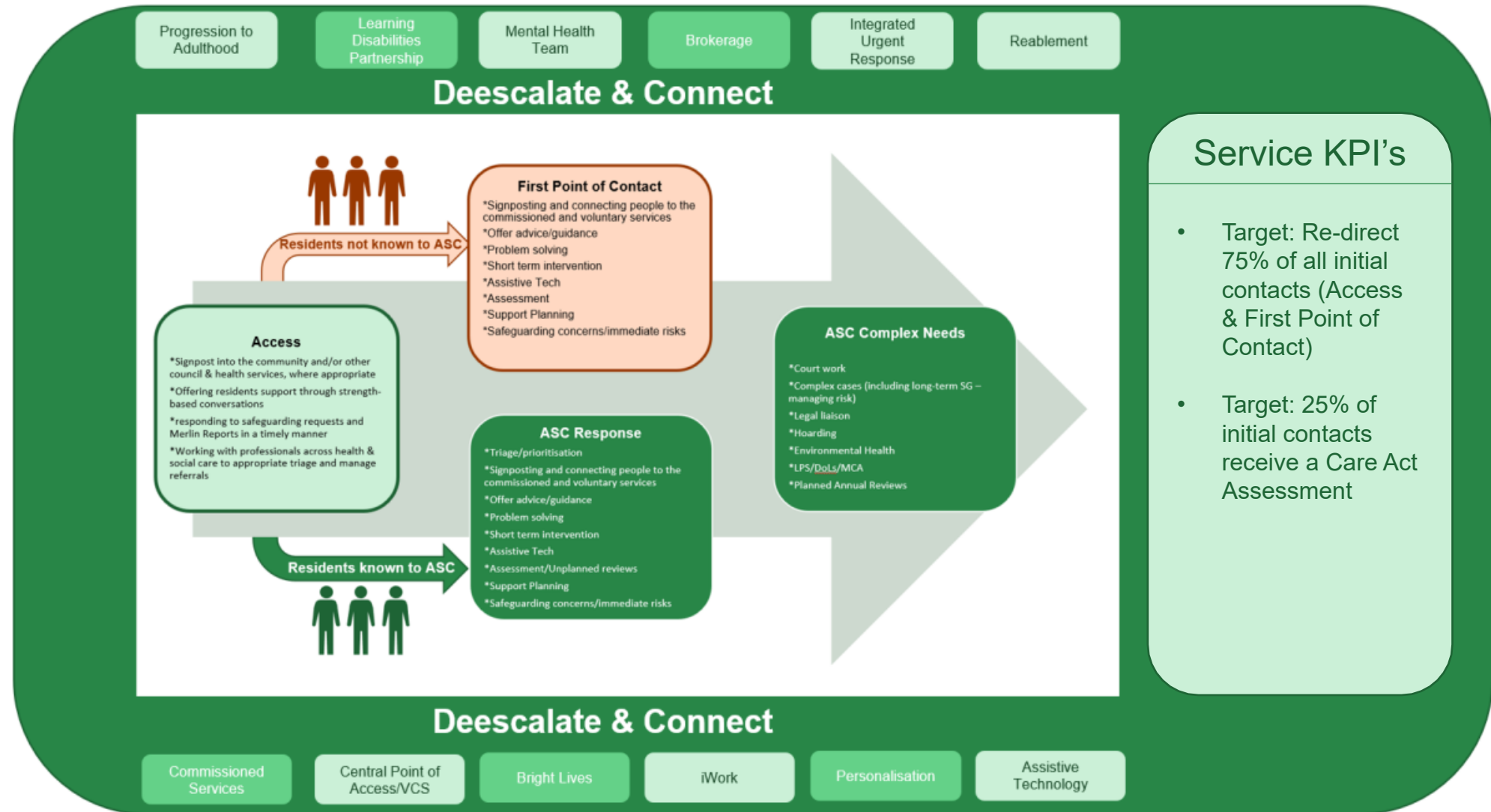
- Assessment/Reviews/Development of support
- Safeguarding/LPS/DoLS
- Court work/Legal Liaisons



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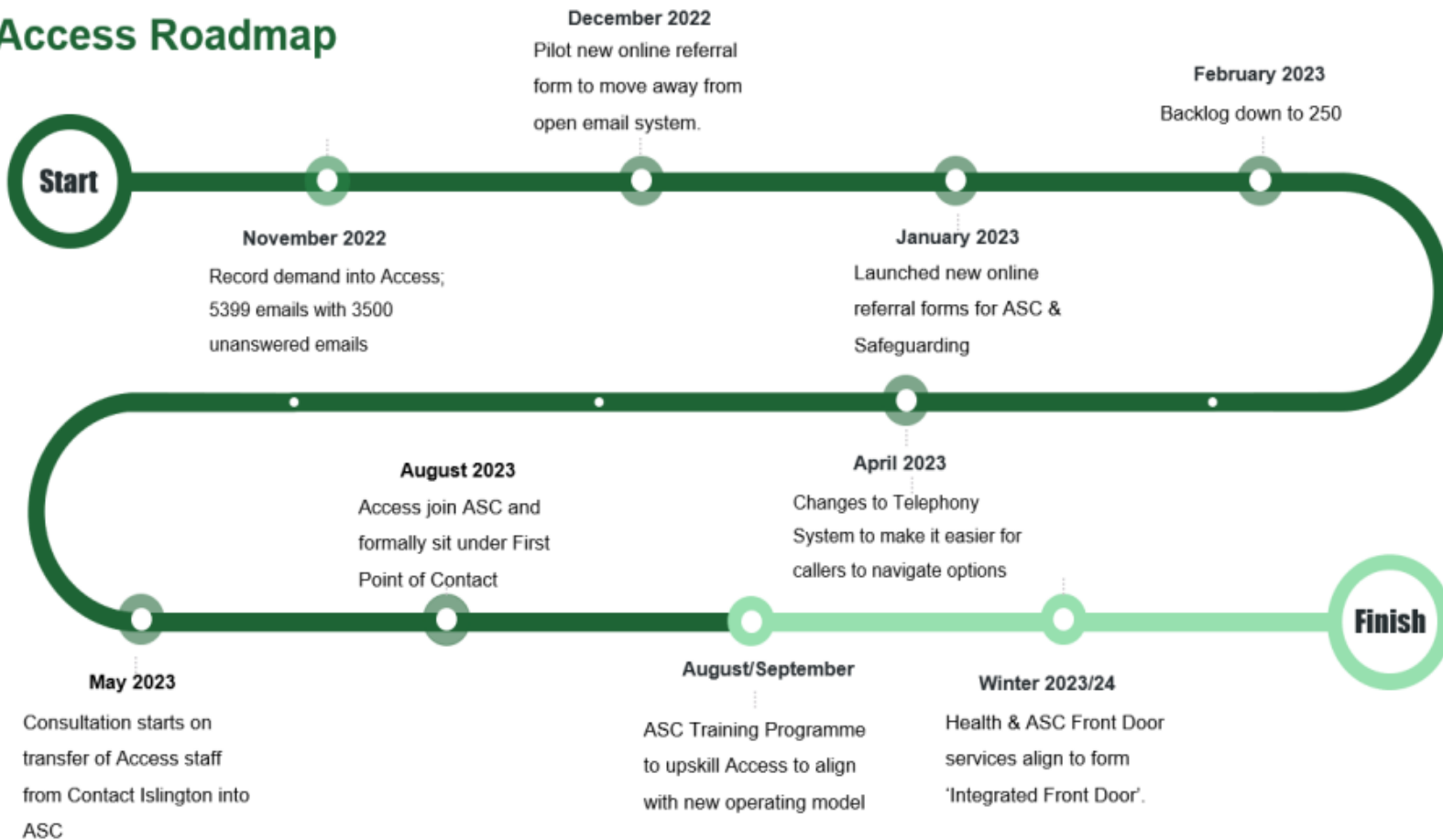
For a more equal future

Resident Journey through ASC



Access Service Improvements

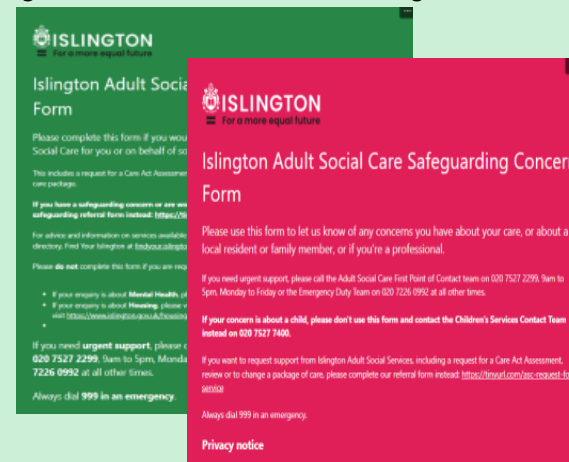
Access Roadmap



The Move to Online Referral Forms

Access used to operate using an open email inbox with no quality or control measures in place. This resulted in a service which:

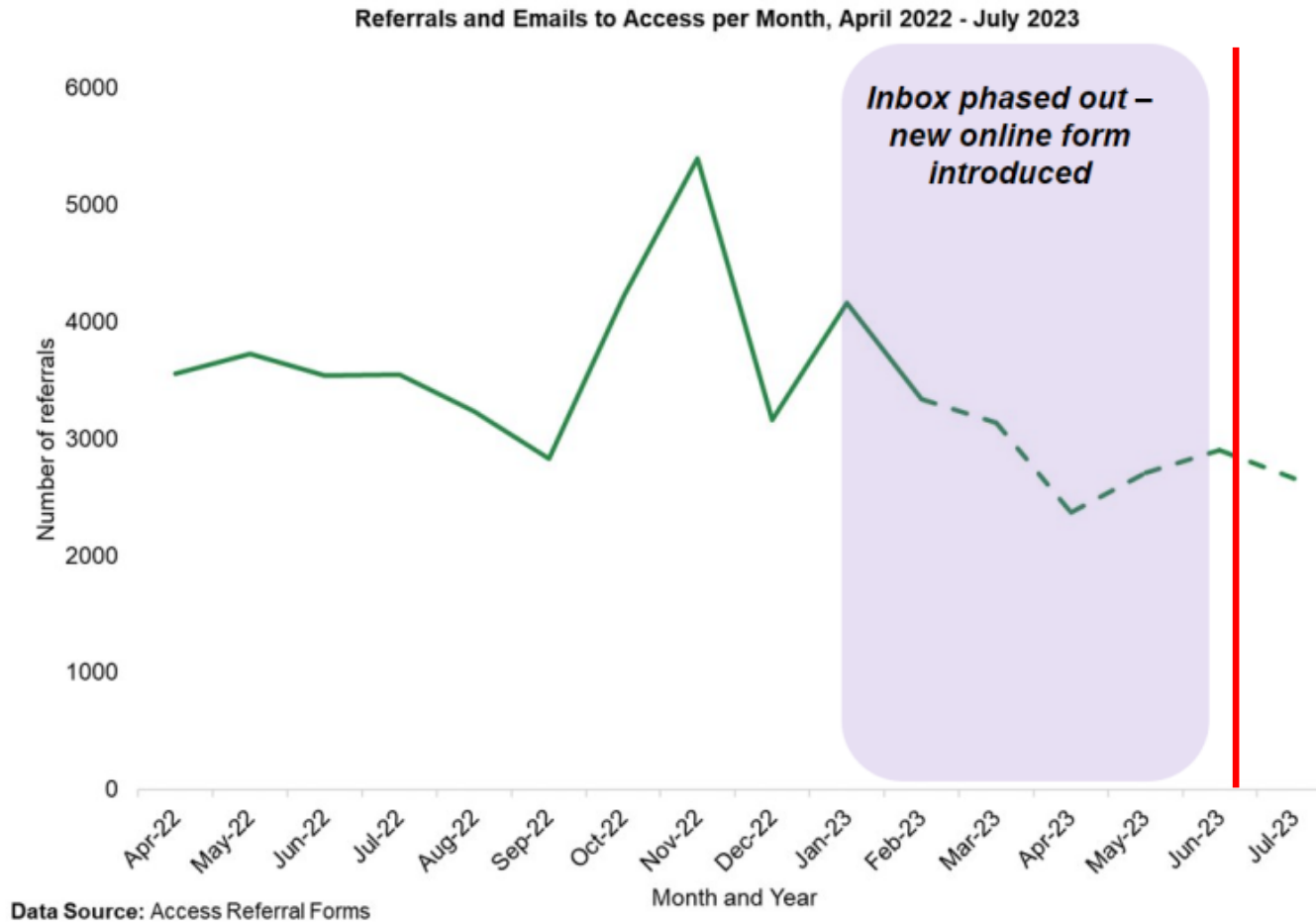
- Had a backlog of 3500 unanswered emails
- Unable to readily identify high-risk, safeguarding referrals
- An inability to capture data about the service to make necessary improvements & understand demographic
- Received poor quality referrals/point of contacts – people could submit any email often with incorrect/missing information
- Inappropriate use of access email e.g. requesting wrong service, used for when staff go on leave.



Access Service Analysis

Understanding the demand coming into the service

Early signs of a decrease in points of contacts since forms introduced



- Since the move to the online referral form, we've seen a decrease in points of contact (referrals & emails)
- We are getting significantly better quality of referrals
- Removed & redirected unnecessary traffic from the service

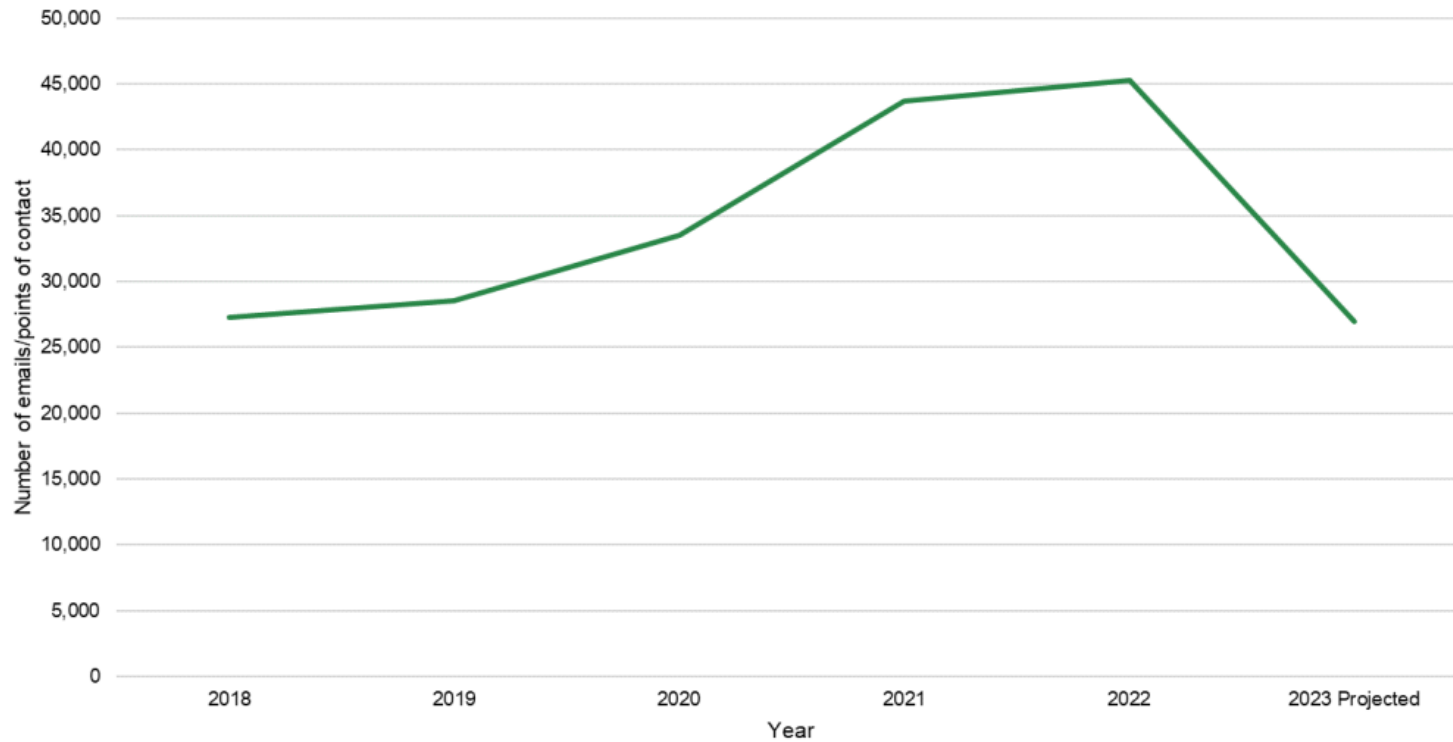
24% reduction in monthly average contacts

- April 22 – Jan 2023 **av. 3737 emails**
- Feb – July 2023 **av. 2852 referrals**

Access Inbox closed permanently end of June 2023

Service Activity from 2018 - 2023

Number of Emails per Year/Points of Contact, 2018 - 2023

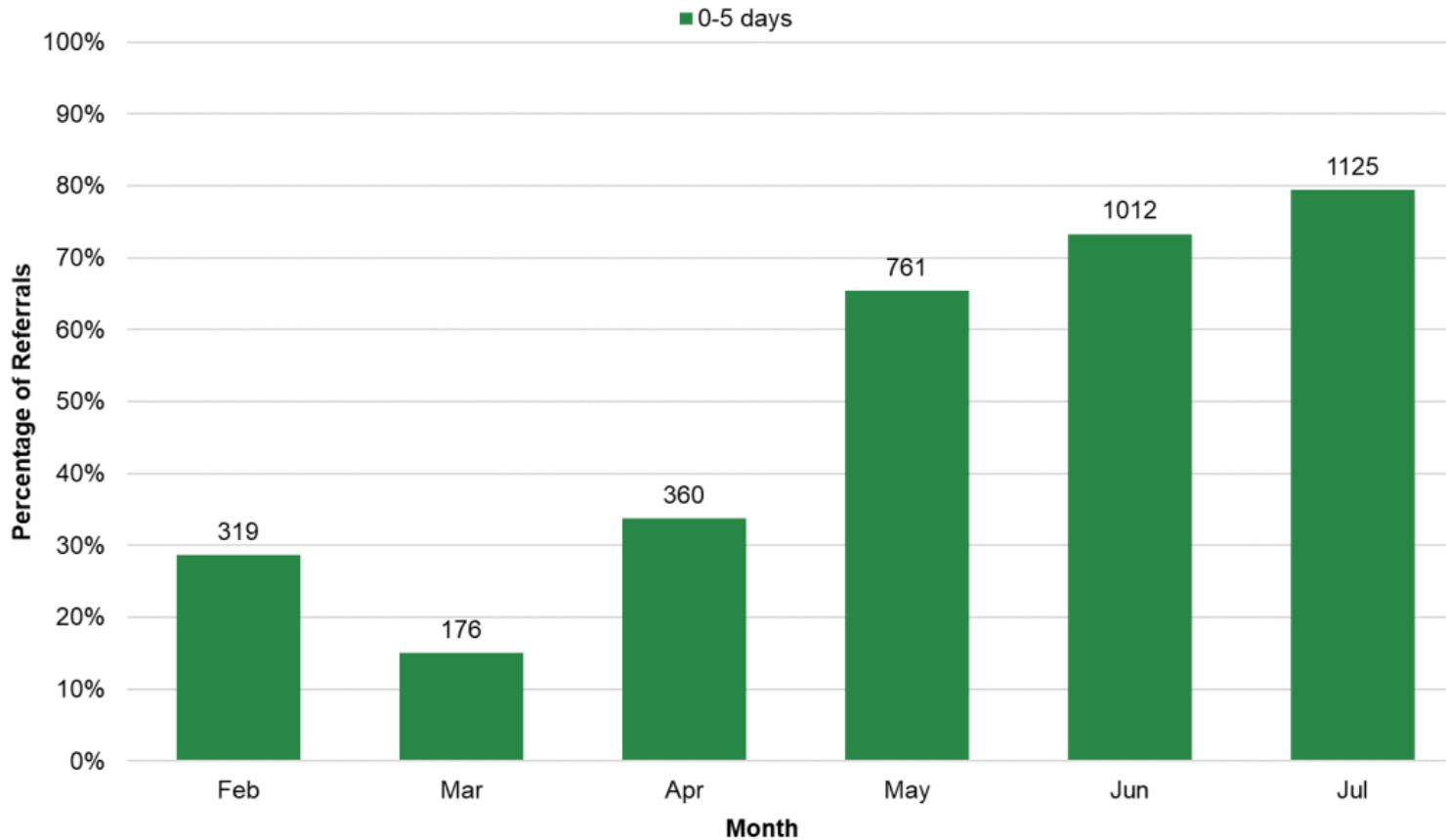


	Emails per Year/Points of Contact	Monthly Average	Increase from previous year
2018	27,316	2276	
2019	28,537	2378	4.50%
2020	33,514	2793	17.40%
2021	43,676	3640	30.00%
2022	45,300	3775	3.70%
Total			65.86% 4.5 year increase
2023 Projected*	26933	2244	-41%
2023 (Jan – July)	15,711	2,224	

- The sharp decrease is attributed to removing unnecessary points of contact from the service
- Getting the referrals right, at the first time of asking
- Redefining pathways making it easier for referrers to navigate the services

80% of referrals are processed in 0-5 days

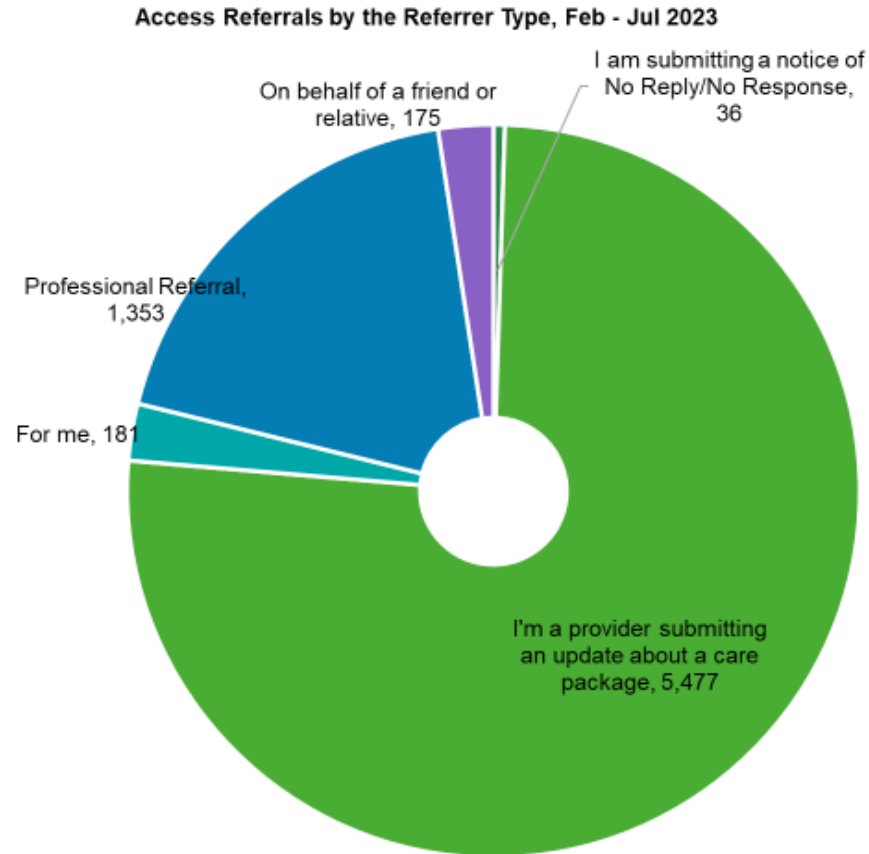
Average Days to Process a Referral by Month, Feb - Jul, 2023



Data Source: Access Referral Forms

- The time to process and complete referrals has improved since starting to use the forms in Feb.
- The previous system using emails never monitored processing times.
- Nearly **80%** of referrals in July were **processed in 0-5 days**. (72% within 3 days)
- The % of referrals being **completed in 0-5 days** has **increased** over time (dark green bar).
- **Safeguarding & Merlin's area** always prioritised and responded to within time

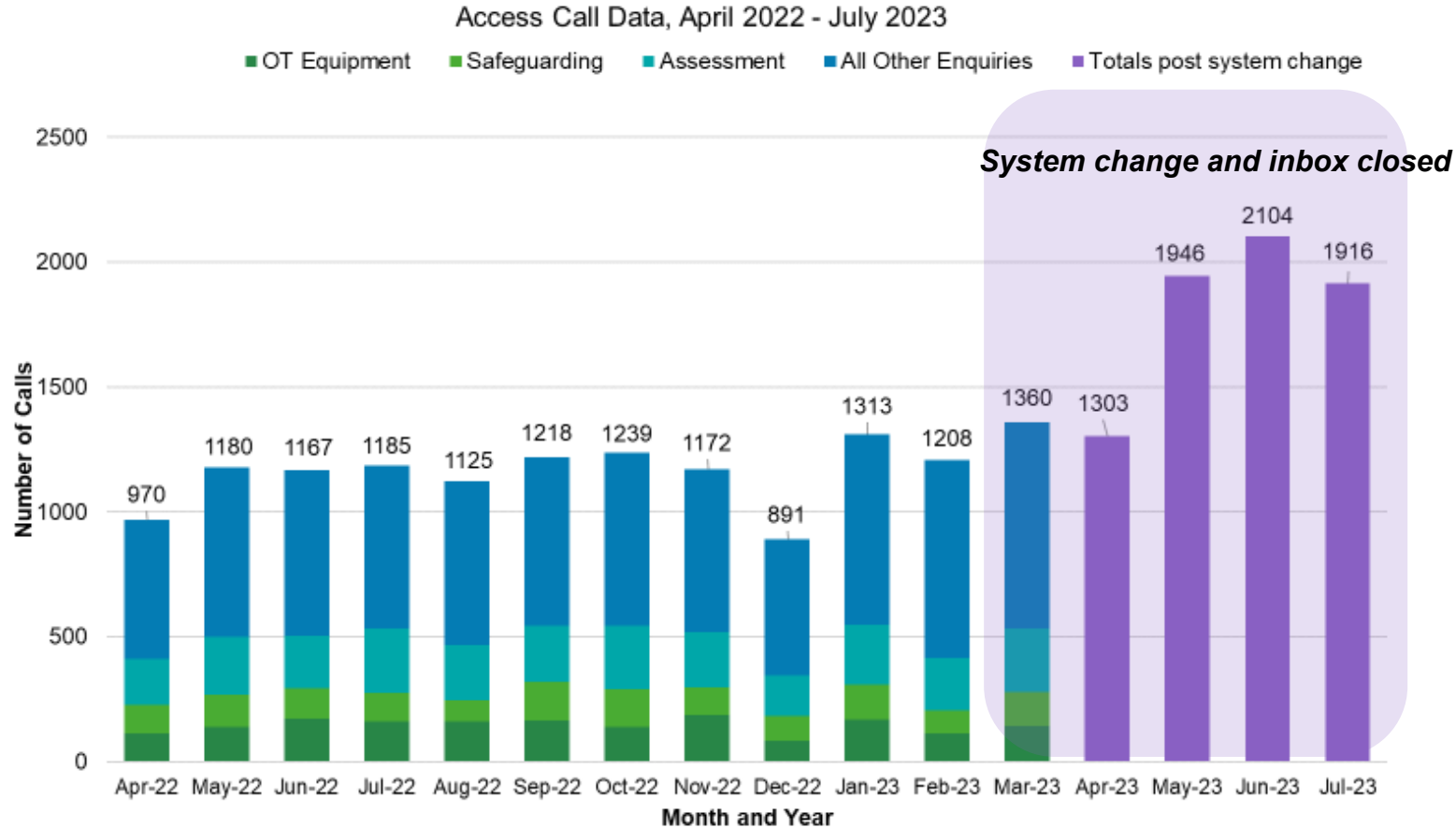
75% of referrals are from professionals



Data Source: Access Referral Forms

- Between February and July, **75%** of referrals were requested by professionals or care providers (Homecare agencies – call cancellations, suspension requests)
- 181 (2%) of referrals came from an individual needing support

Calls have increased since the changes to the telephony system



- **Telephony changed from April 2023.** To provide a better residents experience the telephony was changed to include a single ASC option
- Data is now more accurately captured and otherwise missed ASC calls are now reflected in the data. A similar affect happened to the changes with the Parking phonelines.

Next Steps

- Work is underway to identify the nature of the calls and if there is a link between the change in the IVR and increase in calls

Next steps for the service

- Understand the increase in calls coming through to Access and identify appropriate action to make the resident experience better
- Exploring changes to our online offer, more user friendly and support self-help.
- Continue to evolve the service – working with housing to remove unnecessary referrals which will give the team much needed additional capacity
- The Access Team will begin a comprehensive training programme to enhance skills and further compliment the ASC service model
- Integrated our 'Front Door' with our with health colleagues which will create a more streamlined service for our residents, reducing handover points and delays in providing appropriate care.



Front Door

Problem Solving at the first point of contact

A single place to jointly screen and triage Urgent Health and all social care referrals.

We will be introducing a single referral form, which will combine the current 6 individual referral forms and screening processes. This streamline will improve processes and ensure efficiencies within the system, enabling better outcomes for residents.

*future ambition to integrates MH & Housing within the Front Door



Rapid Access Service

Outcome focused short term interventions

Effectively aligning Urgent Health Services and Social Care professionals to prevent hospital admission and support hospital discharge.

Refreshed processes, pooled resources which will enable joint risk management and response.



Integrated Community Teams

Responding to complex needs

Exploring how we bring teams together to meet local need, whilst also forging strong links with Access Hubs, Family Hubs, Libraries and other community resources.

Ensuring staff are based in the most appropriate locations to promote collaboration and joint working.



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