NORTHERN HEALTH & SOCIAL CARE TRUST

Delegated Statutory Functions
For Year end 31 March 2014

Summary Report for Trust Board
September 2014
1. **Introduction**

This report is a summary of the main issues detailed in the Delegated Statutory Functions (DSF) annual monitoring return to the Health and Social Care Board (HSCB).

**Issues Common to all Adult Directorates:**

- There is a significant increase in safeguarding activity for adults with this impacting on Trust resources at various levels including the designated officers caseload and their ability to engage in developmental work.
- There continues to be pressure on finances available to meet identified critical and substantial need, including admissions to care and domiciliary based care. This means people are being maintained in their own home with higher levels of informal carer input and increased managed risks.
- eNISAT developments have increased the amount of professional time required for administrative tasks. The eNISAT system facilitates the capture, maintenance and sharing of the NISAT electronically and in doing so should in the long term support multi-disciplinary working across the NHSCT.
- Reductions in admin support over the past number of years have impacted on professional time used to undertake admin duties.
- Registered units are required to meet minimum staffing levels and the reduced 69% cover for maternity leave continues to create pressure on budgets which are already inadequate.
- Lack of suitable accommodation across all directorates i.e. limited space to engage with service users and carers.
- Inadequately resourced ICT systems means that information is not easy to extract in the format required to inform inquiries and DSF responses. A review of information systems and the related resource implications is needed.

2. **Synopsis of key issues for each Directorate**

**Mental Health and Disability Directorate**

- Although the Trust has received recognition for its services for people with dementia, services continue to be fragmented across 2 directorates and the Cross Directorate Project to consider pathway options for People with Dementia is on-going. An implementation plan has been drawn up and is expected to follow a phased approach over the next two years.
- On-going from last year when an ASW commences maternity leave or sick leave often the cover secured from waiting lists will be AYE staff therefore reducing the expertise available in the team.
- In response to supporting PFA targets in relation delayed discharges, the time required to work with families to support them in their caring role is not always available resulting in continued use of permanent placements. This situation is exacerbated when service users from Mental Health and Disability are screened out for access to an Intermediate Care Assessment bed. In addition in some cases there are difficulties trying to secure domiciliary care packages and people may be placed in institutional care waiting for a package of care.
- The difficulty of obtaining capacity assessments in relationship to service user’s ability to manage finances is creating tension within the system with neither
primary care or secondary care willing to undertake this very crucial service. Social workers continue to work within this dilemma.

- Resettlement of long stay patients from Muckamore Hospital to community services remains a priority despite the community infrastructure challenges this poses post resettlement. The NHSCT successfully resettled 6 primary target list patients in 2013/14.
- Access to mainstream Mental Health services for Adults with Learning Disability. There are an increasing number of adults with Learning Disabilities whose primary needs are Mental Health.
- There is a need for a continued move from Building Based Day Services to Community Based Services for those assessed as meeting this criteria. The new referrals to Buildings Based services are those adults who present with complex needs and/or challenging behaviours who require either additional staffing and/or space.
- The Trust continues development of a Trust-wide Service for family based respite and adult placements.
- The Northern Trust has identified 31 young adults who are in the process of transitioning to Adult Services in 2014 with a further approximately 45 identified for 2015. A number of these young adults have significant complex needs and/or challenging behaviours all of whom will require additional resources in all settings to meet their needs.

Primary Care and Community Care for Older People’s Services Directorate

- In 2013/14 the Directorate consulted with its staff and other stakeholders in order to move towards a locality-based, integrated team approach to service delivery, with a commitment to professional social work representation at all management levels from Assistant Director and below.
- The ongoing debate regarding the future of statutory residential homes has led to further uncertainty across the social care workforce as posts have been held temporarily to absorb any staff displaced by home closures. Subsequently there are risks associated with staff turnover, lack of staff consistency and impact for service users.
- In May 2013 the Trusts Home Care Out of Hours Management presence commenced and has operated successfully since. This has improved governance, staff support and responsiveness to client need.
- Continued Failure to Comply Notices by RQIA in residential and nursing homes has impacted greatly on staff workloads at all levels.
- In October 2013 revised guidance and interpretation of Serious Adverse Incident procedures was introduced and the impact on social work (and nursing) staff across the Directorate (particularly regarding nursing and residential home care) has been a significant increase in reporting, investigation and follow-up.
Acute Hospital Services

- On-going review of the Hospital Social Work Service will focus on developing the Hospital Social Work role and strengthening the hospital and community interface, in line with recommendations in Transforming Your Care. As patients often transfer to regional hospitals to access specialist services, consideration of regionally agreed templates (e.g. HSW e-NISAT one page summary, Care Plans, to access Domiciliary Services) may enhance the service user experience.

Children’s Services Directorate

- A joint HSCB/NHSCT Review of Social Care Activity and Expenditure is currently with HSCB. This is highlighting sustained increases in demand for services within the Children’s directorate.
- In the period under review there has been a further significant increase in the number of cases carried by Family and Childcare Social Work staff. There has been an increase in caseload numbers of 8% during the year under review and 12% over the last two years.
- The number of cases unallocated for more than 20 days as at the end of March 2014, stood at 82 compared to 96 the previous year.
- The Trust has developed a Family Support Strategy to bring about a “shift left” towards earlier intervention/prevention response to the on-going increases in demand.
- CAMHS has had critical capacity issues due to increases in referrals. The intended recruitment to Primary Mental Health and Crisis Response Teams proved unsuccessful and a re-advertising is ongoing. Consequently there have been significant breeches against the PFA targets.
- The Service Improvement Plan implemented within Early Years has been very successful and waiting lists are almost eradicated. HSCB intend to roll out the NHSCT approach adopted in other Trust areas.
- The total figure for Looked After Children is 693 (March 2014) and Trust Fostering, Adoption and Residential Services have been in the process of reorganisation to help support the complex needs for children coming in to care.
- The Directorate has developed a Family Support Strategy which will help address the “shift left” needed under TYC in terms of earlier intervention/prevention services. This will be further underpinned by the forthcoming Early Intervention Transformation Programme.
- The Residential Care Strategy has been submitted to the Board and related funding needed identified to realise the vision of the Strategy.

3. Next Steps

In line with normal monitoring arrangements the Trust has met with the HSCB (26th June 2014) and discussed findings reported within the Delegated Statutory Functions Report and identified actions ahead. An action plan has been agreed with the HSCB.