

## **Wiltshire Council Reablement Service**

### **1.0 Purpose of Report**

- 1.1 This report has been prepared as an update on Wiltshire Council Reablement Service's activity and service delivery.

### **2.0 Relevance to the Council's Business Plan**

- 2.1 The Reablement Service (part of the "Living Well" directorate within Adult Social Care), ensures that the council is empowering the people of Wiltshire to live full, healthy, and enriched lives by working with people who, for reasons of illness, disability or aging, lost aspects of their functional independence (their ability to do things for themselves).

### **3.0 Reablement Service Background and Development**

- 3.1 Wiltshire Reablement Service was established in May 2018 to provide a person-centred service aiming to achieve the best possible outcomes for each individual. Referrals are received from people and their carers, via GPs, from hospitals (including community), and via family members.
- 3.2 Wiltshire Reablement Service is made up of two elements: CQC (Care Quality Commission) Registered Provider working alongside the Operational Occupational Therapy Service as an integrated team.
- 3.3 The service expanded in 2020 to take patients from acute hospital via Home First. This was to bridge the gap between hospital and home, meaning people no longer needed to wait unnecessarily for assessments in hospital. In turn this improved the position in relation to delayed discharges and improved patient flow in the acute hospitals.
- 3.4 In 2021 the service expanded again to accommodate Discharge to Assess (D2A) working to support customers being discharged home from hospital who require a period of assessment within a non-hospital environment; beds are purchased within specified residential care homes with whom contracts are in place to support designated numbers of beds to facilitate these discharges. These beds are referenced as Discharge to Assess beds.
- 3.5 The Reablement Locality Hub Team was developed in 2021. This team works 7 days per week triaging and planning discharges from the acute hospitals.

## **4.0 Main Considerations**

4.1 The Reablement Service has worked with over 5,000 customers since its inception in 2018, to support them to learn/re-learn the skills necessary to live as independently as possible and to prevent, reduce, and delay the need for ongoing services.

## **5.0 Reablement Strategy and Vision**

5.1 The Reablement strategy includes:

- deliver a service that is person centred and achieves the best possible outcomes for each individual whilst achieving savings for Adult Social Care
- Teach customers new skills or help them to regain skills they may have lost, which may include dressing and undressing, getting into and out of bed, preparing meals, moving around the home.
- look at support after Reablement, for example from local community groups and volunteer organisations.
- ensure customers are safely supported home from hospital in a timely and efficient way.
- ensure customers receive the appropriate case management and support from the service that can best meet their needs.
- information is collated to report on performance and to enable the future development of the service.
- ensure good relationships are established with partners – including acute hospital discharge services and community health colleagues.
- co-ordination of services working with managers/practitioners in the Reablement Service Locality Hub, facilitating safe hospital discharge

## **6.0 Safeguarding Implications**

6.1 Reablement is a CQC registered service and therefore works to the regulations in The Health and Social Care Act 2008. As a regulated service there are five standards that are inspected: Safe, Effective, Caring, Responsive and Well-led. CQC has rated Reablement as Good in all five areas. Safeguarding is evaluated as part of the Safe Key Lines of Enquiry.

6.2 All staff attend mandatory safeguarding training annually.

6.3 The service closely monitors both safeguarding and incidents through the provider Performance and Outcomes Group. There is robust governance in place.

6.4 As a part of Wiltshire Council, Reablement is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that safeguarding is person-led and focused on the outcomes that customers want to achieve.

## **7.0 Public Health Implications**

7.1 Wiltshire is classified as a predominantly rural local authority by DEFRA's rural-urban classifications with an overall population of 510,400 (*Census 2021, Office for National Statistics*). Approximately 14,000 people live in the most

deprived areas of Wiltshire and are more likely to experience poorer health outcomes including life expectancy as a result (Wiltshire Intelligence, 2019).

7.2 Our 65+ population currently represents over a fifth of Wiltshire's population, but by 2040 this age group will make up nearly a third of the total population.

7.3 By 2040 in Wiltshire:

- 65+ population expected to have increased by 43%
- Under 65+ population expected to have decreased by 3%
- 85% population expected to have increased by 87%
- Aged 85 years and above increase from 15,200 to 28,438

## **8.0 Procurement Implications**

8.1 Reablement is an internally commissioned service.

## **9.0 Equalities Impact of the Proposal**

9.1 An Equalities Impact statement was undertaken when Reablement launched in 2018. There has been no requirement to repeat this core services remain unchanged.

## **10.0 Environmental and Climate Change Considerations**

10.1 The service is community based and therefore there are environmental and climate implications for its delivery. The rotas are reviewed to ensure that travel is as efficient as possible; however, the majority of visits are face to face in customers' homes so gains in this area are limited.

10.2 The service is constantly looking at efficiencies and has recently reprocured the scheduling system moving to electronic records which will reduce both paper held records and the requirement to deliver updated support plans to customer homes.

10.3 Alternative models for assessment are being considered such as virtual online assessments for equipment which would again reduce travel time and fuel costs.

10.4 Carbon Literacy awareness has been cascaded through team meetings to all staff and mangers and Senior Admin Officers have attended the training to act as environmental champions in the service.

## **11.0 Workforce Implications**

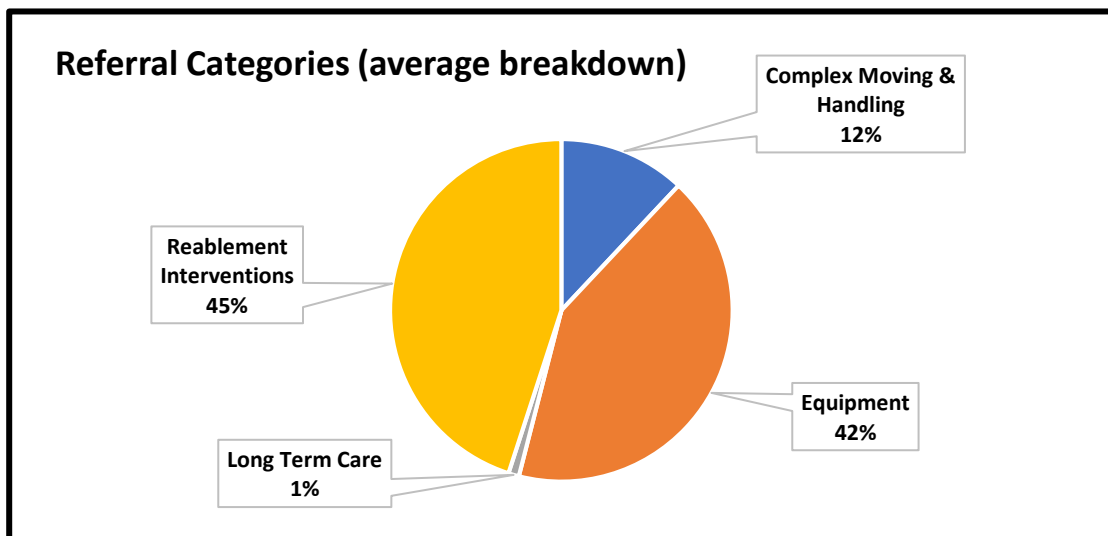
11.1 Recruitment and retention remain a priority for both qualified occupational therapists and support staff. A market supplement and recruitment/retention grants are currently in place and are essential to sustain delivery of the core functions of the service.

11.2 It is recognised that recruitment will remain an on-going challenge in the labour market where so many vacancies exist. The turnover of staff places pressure on the service with the additional need to recruit, train and retain experienced and well-trained staff.

11.3 Retention remains a key factor to ensure that the service remains stable and continues to deliver the quality of service required. All of the team members are trained to a high standard and are considered across the sector as a highly skilled workforce losing staff has a negative effect on the service we deliver, as it takes time to replicate the training and skills. The marketplace remains extremely competitive, with increased incentives being offered by other provider services.

## 12.0 Performance

12.1 Referrals – on average the reablement service manages 260 referrals per month.



12.2 The Reablement data set has evolved since the inception of Reablement and we are now required to provide a number of performance reports which include:

12.3 SHREWD - Strategic Health Resilience Early Warning Dashboard. This shows the operational situation of local urgent care systems as a simple view in real time. Reablement report activity weekly to this BSW platform.

12.4 Performance Outcomes Groups (POG) – Provider POG and Operational POG held 6-weekly. Reporting into the Performance and Outcomes Board.

12.5 Customer outcomes are measured when the customers' Reablement journey ends. From the table below you can clearly see the rise in customers who are independent (requiring no further support).

Outcomes at the end of Reablement	2021/2022	2022/2023	2023/2024 Qtr. 1
Hospital discharge/referral cancelled	6%	9%	4%
Care increased	1%	1%	0%
Care reduced	6%	7%	8%
Care unchanged	3%	3%	4%
Independent	65%	69%	70%
Deceased	3%	3%	2%
Hospital admission	11%	7%	11%
Residential/Nursing placement	4%	1%	1%

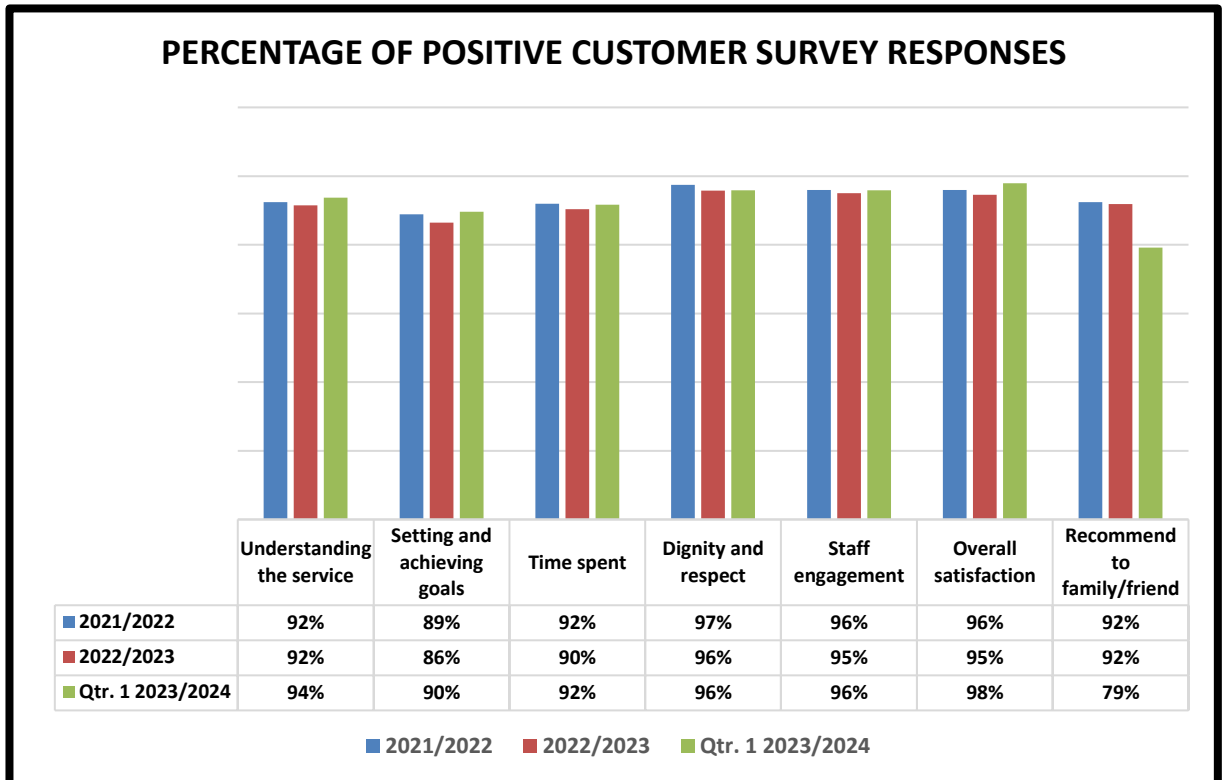
12.6 The number of people achieving independence after Reablement is a good indication of the impact the service is having. This is particularly noteworthy as Wiltshire Reablement unlike many similar services is non-selective. This means that everyone referred can benefit from the Reablement approach. Other services use a form of eligibility criteria and only offer reablement to customers who meet this specification.

12.7 Long term outcomes are measured by reviewing the customer's location, 91-days after discharge from the service, as required by ASCOF (Adult Social Care Outcomes Framework) Measure 2B. The National Average for England is 81%, the service is tracking just above average for 23/24. There is a decrease in the number of people at home in the first quarter of 23/24 with a higher number of people being readmitted to hospital which is due to the frailty of the cohort, and more people choosing to move into a care home placement after being discharged home for a trial period.

Long Term Outcomes (Hospital Discharges only)		2022/2023	2023/2024 Qtr. 1
Home		91%	82%
Hospital		4%	8%
residential/nursing placement		2%	7%
deceased		3%	2%

### 13 Customer Voice and Feedback

13.1 All customers who receive a package of care are asked to complete a satisfaction survey. We are constantly receiving positive feedback and are interested in getting more detailed responses, so a 'guided conversation' has also been developed which will be carried out by the management team, face to face in customer's home. The 'guided conversation' is a gentle and personal way of gathering rich data from customers about the quality of the service they received.



14.0 **Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks.**

14.1 Not relevant, no decision required.

### 15.0 Financial Implications

The Reablement Service makes significant financial savings for Wiltshire Council by:

15.2 Reablement of the customer, thereby negating the need for ongoing services

15.3 Provision of equipment to enable customers to reconvene tasks they have not been able to undertake therefore preventing or delaying the need for formal care services.

15.4 Reablement is provided pre care act and is therefore accessible to

self-funding customers. Working with this cohort of customers can support them to preserve their resources reducing or delaying their need for future social care support.

**16.0 Legal Implications**

16.1 There are no legal implications as part of this paper.

**17.0 Options Considered**

17.1 There are no options as part of this paper.

**18.0 Proposals**

18.1 There are no proposals as part of this paper.

**19.0 Conclusion**

19.1 Reablement continues to deliver high quality outcomes for the customers who receive their support. The focus for the next 12 months will be to look for efficiencies in the way that the service works with customers both through the model of delivery and by taking advantage of improvements in Technology Enabled Care. There is continued high demand for the service which places pressure on the staff who are working at the front line in the Community. Recruitment and retention remain a priority for both qualified occupational therapists and support staff and ensuring that the market supplement and recruitment/retention grants remain in place is essential to sustain delivery of the core functions of the service.

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29<sup>th</sup> August 2023

Appendices None

Background Papers None