



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 25TH JUNE 2013

**SUBJECT: PROVISION OF EQUIPMENT AND ADAPTATIONS**

**REPORT BY: ACTING CORPORATE DIRECTOR SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

To provide members with information in respect of the Community Occupational Therapy Team (COT) performance in relation to target times for commencement of an assessment and provision of equipment and adaptations.

### **2. SUMMARY**

- 2.1 This report demonstrates the increasing demands being placed upon the Community Occupational Therapy Team and their good performance in relation to assessment targets and national performance indicators.

### **3. LINKS TO STRATEGY**

- 3.1 The Authority is committed to promoting independence and enabling people to remain in their communities safely.

### **4. THE REPORT**

- 4.1 The Community Occupational Therapy Team in Caerphilly County Borough Council provides a service to the population aged 18+.

The Occupational Therapy team structure is as follows:

*OT Team Manager x 1 FTE*  
*Senior Occupational Therapists x 2 FTE*  
*Occupational Therapists x 8 FTE*  
*Occupational Therapy Assistants x6 FTE*  
*Admin support x 1 ½ FTE*  
*Telecare Assessment Officer x1 FTE*

- 4.2 Approximately 40% of the enquiries coming to the Authority via Adult Services Duty Information Team (ASDIT) are in relation to requests for Occupational Therapy intervention.
- 4.3 The number of requests for assessment made to the Community OT Team 2010-2013 has increased year on year which links to increase in demographics and implementation of programmes such as Gwent Frailty which prevent hospital admission or facilitate early discharge enabling people to remain in their own homes.

Financial Year	No. contacts
2010-11	4154
2011-12	4289
2012-13	4603

- 4.4 When requests are received by the COT team, they are prioritised according to level of need. Prioritisation levels and rationale are as follows:

**Priority 1: Target response time 7 days. Current response time met**

This is where there is a high degree of risk of an individual not being able to remain in the community without intervention. For example – complex manual handling issues where there is significant risk to the service user and/or carer.

Clients who are terminally ill or with poor prognosis.

Intervention is essential to facilitate hospital discharge and prevent DTOC (delayed transfer of care).

**Priority 2: Target response time 6 weeks. Current response time met**

This includes clients with rapidly deteriorating neurological conditions, with a series of complex problems, where there is a moderate risk to independence and intervention in a timely manner will enable the individual to remain in the community.

**Priority 3: Target response time 16 weeks. Current response time 12 weeks Target exceeded**

This includes individuals who have problems with activities of daily living where there is a threat to independence but the risk is manageable.

**Occupational Therapy Assistant Assessments (low level) target response time 28 days. Current response time met**

This includes request for simple assessments (e.g. Handrails), usually for single issues.

- 4.5 The Team Manager constantly monitors performance of individuals and the team against targets and looks to introduce new ways of working to reduce waiting times wherever possible and prevent duplication e.g. ordering equipment based on hospital Occupational Therapists assessments.

- 4.6 Good performance has been achieved by dedicated staff, it should be noted that sickness absences levels within the team are well below the 4% target.

**4.7 Provision of Major and Minor Adaptations**

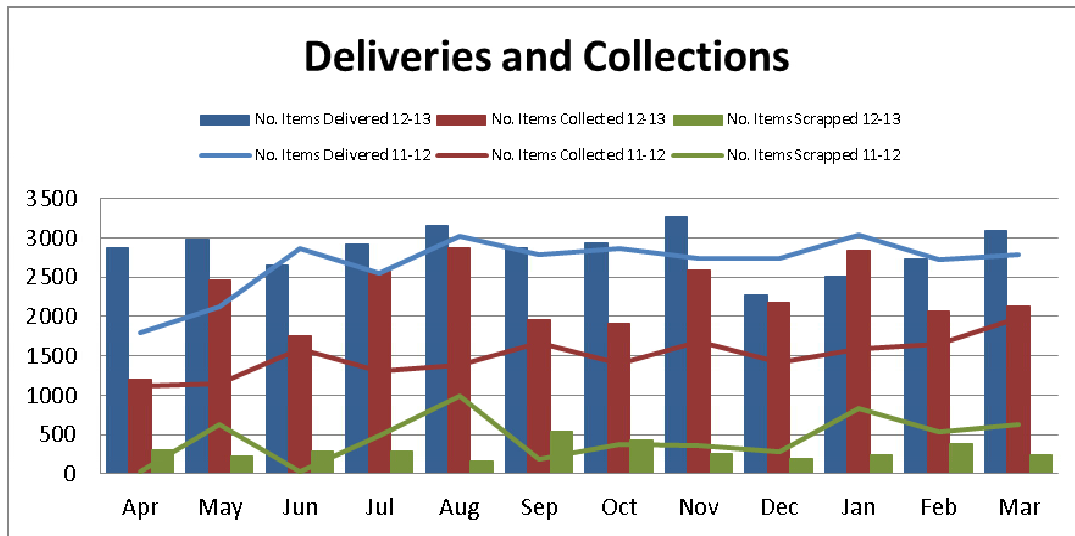
Following assessment by a member the COT Team, the need for adaptations may be identified. Provision of adaptations is administered by Directorate of Corporate Services (Housing)

- 4.8 Minor Adaptations – this includes stair rails, external rails, key safes etc up to the cost of £800. There is no financial assessment, and contribution from the service user is not required. Social Services provide the funding for this service. The current annual budget for this is £325,615.

- 4.9 Minor adaptations are generally completed within 6 weeks of receipt of request from the OT. There is also a fast track system in place, which allows priority work to be undertaken within 24 hours. This is frequently used to facilitate hospital discharge or where there is a significant risk to the service user.

- 4.10 In 2012/13 the Directorate of Corporate Services (Housing) provided 1893 minor works of adaptations. The average number of days taken to deliver these was 42 days against a national P.I. of 50.
- 4.11 Major adaptations – Disabled Facilities Grant (DFG) provides adaptations, which cost over £800 e.g. stair lifts, level access showers, ramping etc. The Directorate of Corporate Services (Housing) hold the budget for this provision for owner occupied and council properties. Housing Association properties major adaptations are funded via Physical Adaptations Grant (PAG), which is funded via Welsh Government.
- 4.12 For Council tenants' DFG's are not financially assessed and the tenant is not required to make a financial contribution.
- 4.13 For Housing Association Tenants there is no financial contribution as the landlord applies for a PAG following a recommendation from a Community OT. The Council has no control over the timescales for provision of these adaptations as they are administered by the Housing Association directly.
- 4.14 Owner Occupiers are financially assessed and may be required to make a financial contribution to major adaptations dependant on levels of savings and income.
- 4.15 Major adaptations are more complicated to administer due to financial assessment for owner-occupiers, process includes the need to produce legal documents such as house deeds etc. This is often a contributory factor in waiting times for completion of DFG's.
- 4.16 In 2012/13 the Directorate of Corporate Services (Housing) provided 174 DFG's. The average number of days for provision from point of request was 299 days against a national Performance Indicator (P.I.) of 320 days.
- 4.17 Therefore in both instances of Major and Minor adaptations the authority is performing better than national PI targets. In addition both also came in on budget.
- 4.18 In order to achieve cost savings and in an attempt to offset the cost of increasing demand for minor adaptations the Authority has recently taken the decision to pass all request for minor adaptations in Housing Association properties directly to the registered social landlord. The OT Team still assess, however, the works will be undertaken and funded by the relevant Housing Association. This should help realise cost savings in the current financial year, or at the very least ensure that adequate budget is available for minor adaptations.
- 4.19 **Provision of Community Equipment**
- Specialist equipment is provided to enable individuals to regain or maintain their independence, and/or provided to carers (formal and informal) to enable them to undertake their caring role. A significant amount of equipment is now provided under Health and Safety legislation thus is a mandatory requirement to reduce risk.
- 4.20 Gwent Wide Integrated Community Equipment Services (GWICES) is a partnership agreement for provision of community equipment, which was established following significant investment from Welsh Government. There is a Section 33 partnership agreement between the 5 former Gwent Local Authorities and the Aneurin Bevan Health Board.
- 4.21 Equipment is provided for short and/or long term loan and is classified as stock equipment e.g. toilet frames, chair raisers, hoists, bath hoists, shower chairs etc or special order e.g. individually manufactured sling.
- 4.22 There is a pin hierarchy system in place re levels of authority linked to posts in relation to who can order what. All special orders have to be authorised by the Team Manager as the budget holder.

- 4.23 Delivery of stock equipment can be requested as either same day, next day or within 7 days.
- 4.24 Each partner is then charged on activity, which reflects the number of deliveries and collections undertaken within the borough hence the greater the activity the higher, the charge. As performance improves, expenditure increases proportionally. Increased activity is illustrated below



- 4.25 A significant part of the budget expenditure relates directly to Health and Safety provision. All equipment that is used for “lifting” has to be Loler regulation tested 6 monthly. Given the increasing needs of service users and the complexity of care packages that are being provided to enable individuals to maintain their independence and be cared for safely in the community the provision of hoists has increased dramatically. To illustrate this the Authority’s home care service provides care to those clients in greatest need and recent analysis has shown 98% of service users have moving and handling equipment in their homes all of which requires servicing six monthly. When any moving and handling equipment is recycled it has to be re tested under Loler regulations regardless of when it was last tested.
- 4.26 A substantial part of the budget is spent on maintenance and repair of equipment to enable it to be recycled, which is more cost effective than purchasing new stock equipment; however, it is an unpredictable uncontrollable expenditure.
- 4.27 The activity (provision of numbers of items of equipment) across the whole of the Gwent area has increased dramatically over the last 3 years (approx 25%). Additionally, there used to be seasonal peaks, which are no longer apparent. This is due to several factors such as increasing demand and significantly, the fact that the ability to order equipment directly has been given to ABHB staff, thereby ensuring quick delivery of equipment to facilitate hospital discharge etc. While this has resulted in increased activity, ultimately service users benefit greatly from the changes introduced with GWICES.
- 4.28 Performance of the Vision Products (the equipment services provider) is very good with 95% of stock equipment being delivered within 5 working days of placement of order. Again there is a fast track system to enable urgent items to be delivered same or next day. Recycling rates have also increased year upon year to ensure that we are making the most of our existing resources and negating the need to purchase new equipment unnecessarily.

## 5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information only hence an equalities impact assessment has not been undertaken.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 Increasing demand is exerting pressure on budgets particularly in relation to the provision of Community Equipment, which reported an overspend of £73k against the available budget for the 2012/13 financial year. The Directorate of Social Services has increased the budget in this area by £130k in 2013/14 to meet anticipated further increases in demand.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no personnel implications associated with this report.

## **8. CONSULTATION**

- 8.1 All comments are included within this report.

## **9. RECOMMENDATIONS**

- 9.1 Members note the contents of this report.

## **10. REASON FOR RECOMMENDATION**

- 10.1 Current performance is very good and within target.

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