

Cyngor Sir CEREDIGION County Council

REPORT TO: Healthier Communities Overview and Scrutiny Committee

DATE: 13th April 2023

LOCATION: Hybrid/Council Chamber/Zoom

TITLE:

PURPOSE OF REPORT: To present to Committee an update on the Porth Gofal Occupational Therapy Service

REASON SCRUTINY HAVE REQUESTED THE INFORMATION: To be sighted on the current challenges and Service actions

BACKGROUND:

The Social Services and Wellbeing (Wales) Act (2014) Section 34 states that Occupational Therapists (OT) are core members of the social care workforce and deliver a wide range of services that focus on enabling, preventing dependence and disability, early intervention to maximize people's wellbeing and ability to live their life their way, reablement and promote independence and / or self-directed care. They can support carers and care staff, reduce admissions to hospital, delay or help avoid dependence on care packages or admission to a care home.

Naming occupational therapy in the Act allows occupational therapists to transform their practice in social care to provide a more integrated, whole person service, enabling the local authority to meet its duty under the Act.

Making personalised care a reality: the role of occupational therapy (2019) Royal College of Occupational Therapists.

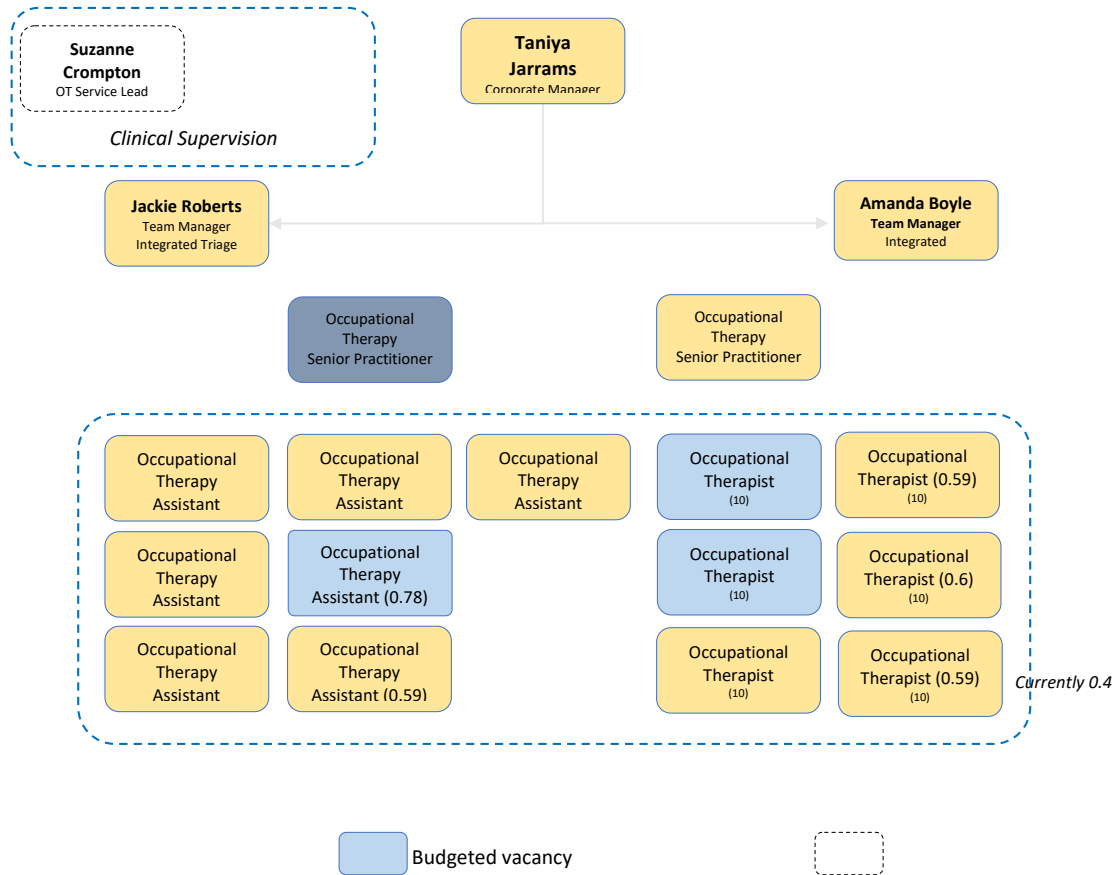
In 2019 Ceredigion social services OT service and Hywel Dda University Health Board (HDdUHB) appointed two part time clinical leads to manage and develop an Integrated Occupational Therapy provision within Ceredigion.

The Vision at this time included developing an integrated core community Occupational Therapy provision for adults with physical impairment and disability within Ceredigion which is essential in order to enable the next steps required to support the HDdUHB and CCC transformation ambition and Regional Partnership plans; Welsh Government's four goals for the health and care system in Wales (the Quadruple Aim); A Healthier Wales: our Plan for Health and Social Care re 'whole system responsive Service'; A Healthier Mid and West Wales: Our future generations living well; proposed Ceredigion and Therapies Integrated Medium Term Plan (IMTP); Well Being Plans, and delivery of objectives within the 'Fast Tracked Consistent Integration' programme including development of a Fast Access Community Team (FACT).

An effective Occupational Therapy service is key to the cultural shift required to deliver an enhanced community model. Taking a whole-system approach within Ceredigion will support the following outcomes:

- Improved experience and outcomes of population of Ceredigion
- Enhanced response and skill set of occupational therapy staff to meet presenting needs
- Reduced waiting times
- Enable seamless transition between different parts of the service ensuring the right care, at the right time, in the right place by the right person
- Prudent and effective use the workforce
- Reduction in staff turnover and thereby better continuity for people
- Support recruitment and retention of staff with more motivated and sustainable health and social care occupational therapy workforce with appropriate skills:
- Support part time Occupational Therapy degree and apprenticeship opportunities re 'grow your own'
- Improve management of demand and capacity and other pressures
- Enable Occupational Therapy to respond to transformation agenda; opportunities and initiatives including:
- Focussing on preventative community-based interventions to reduce or delay dependency upon support services: Primary Care and greater focus on preventative delivery re Creating connections for all, and Proactive supported self-management programmes re Multi morbidity models of rehabilitation
- Reducing avoidable emergency admissions: FACT; Home based intermediate care & Health Home First
- Promoting faster recovery from illness or injury: Reablement; Bed based Intermediate Care, and Discharge to Recover and Assess pathways
- Avoiding inappropriate admission to long term care: Single Handed Care; Technology Enabled Care and Accessible Housing
- Enabling the Occupational Therapy workforce to align to; strengthen and support Porth Ceredigion and the North and South Ceredigion Integrated Localities

Current staffing structure of the Ceredigion Council OT service



CURRENT SITUATION:

The OT service has high numbers on the waiting list which was contributed by the build-up following Covid restrictions as only urgent visits undertaken during restrictions. Inability to recruit into vacant posts for a long period has prevented the service from being able to reduce the waiting list. The service has also had some long-term sickness and the only full time OT has recently returned from maternity leave.

Current Waiting List

Current case loads 03/04/2023

Month	OT	OTA
2022		
July	3	0
Aug	9	0
Sept	4	0
Oct	7	0
Nov	15	1
Dec	9	17
2023		
Jan	10	18
Feb	8	31
March	16	14
Total	81	81

Current Challenges for the service

- 1) Recruitment of Qualified OT's
Advert for 2 full time OT post has been out for nearly a year with no applicants.
- 2) Integrated OT leads concerns regarding ability to manage team due to IT access and resource availability. Current demands of service exceed what they are able to provide which has resulted in them stepping back from operational management to only providing clinical guidance. Current OT service is operationally managed by Porth Gofal Integrated Triage Manager who is a Social Worker.
- 3) The 2 senior practitioners have given notice. 1 retired on 18.5.2022 and other is working remotely away from Ceredigion and on an extended notice until the 31/3/23.
- 4) Recent advert for 2 senior practitioner post has received no applicants since last May. Current vacancy is being managed by Agency worker while other senior continues to work extended notice period.

- 5) Risk that waiting list will continue to increase, resulting in escalated risk due to extended delays and situations escalating for individuals and families.
- 6) Increased need for care and support due to delay in availability for preventative intervention from OT service.
- 7) Increased complaints and loss of trust in service as service users and families are getting frustrated with delay and no solution or timescale.

Recent outsourcing of waiting list to agency did not go as well as expected due to difficulty in agency obtaining OT'S that would be able to travel to Ceredigion. As only 34 assessments completed in a 4-month period and concerns raised regarding quality of work the contract was ended. Negotiations are taking place with another agency in South Wales who have advised that they would be able to provide numerous OTS to support with reducing the waiting list cost of this is £255 per assessment.

Opportunities for recruitment of OTs through the International recruitment campaign is being explored.

Regular meetings are held between managers from Health and Social care to discuss the issues and consider opportunities to support the service.

The team structure is currently being reviewed to identify opportunities that may improve recruitment for the team

A service risk assessment is in place and reviewed regularly.

**Has an Integrated Impact Assessment been completed? No
If, not, please state why – Report for information only**

Summary:

Long term:
Recruitment of key staff is the aim to provide a long-term solution to the current difficulties

Integration:

Opportunities for integration are continually explored.

WELLBEING OF FUTURE GENERATIONS:

Collaboration:

A collaborative approach is taken in developing the strategy for OT provision which is overseen by the Though Age Wellbeing Board

Involvement: N/A

Prevention:

Prevention is a key focus of the service

RECOMMENDATION (S):

Report for information

REASON FOR RECOMMENDATION (S):

N/A

Contact Name:

Donna Pritchard

Designation:

Corporate Lead Officer – Porth Gofal

Date of Report:

9th January 2023

Acronyms:

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