

## 2019/20 Performance Overview: Adult Social Care

The Adult Social Care teams play a central role in protecting and safeguarding the Island's vulnerable adults. The team's responsibilities are broad and include providing support help and advice to adults with physical or learning disabilities and to other vulnerable adults and older people through a combination of social work support, guidance and signposting.

A person's eligibility for services is determined through an assessment process known as 'Fair Access to Care Services' (FACS) which acts as a consistent, fair and transparent gateway to Adult Social Care Services.

### 2019/20 high-level summary

The Adult Social Care service has monthly data sets or 'scorecards' provided by the Business Intelligence Team which are available on request. This data informs the service of its activity but has not yet been established within a context of KPIs with a regular analysis that informs practice in real time, outcomes, or commissioning and financial spend. The following analysis is of the cumulative data for 2019/20.

There were 1868 referrals during the 2019/20 year with a monthly average of 155 and a rate of 27.9 per thousand, but it should be noted this is not yet a comparative target. Referrals were significantly higher than average in January and March with 207 referrals in January and 195 in March. The main referrers in this year have been in hospitals and other health professions followed by family.

Open cases split by demographics:

- Age: 81% of open cases were for service users over the age of 65; 12% aged 46-65; 4% aged 26 to 45 and 1% under 25 years.
- Gender: 45% of open cases are male, 55% are female
- Area for referrals: 53% Douglas, Onchan and East environs; 22% North and Ramsey; 19% South Castletown and Port Erin and 6% Peel, Kirk Michael and West

The primary reasons recorded in assessments for services were:

- Relating to frailty or temporary illness or impairment: 31%
- Physical disability: 17%
- Dementia: 15%
- Learning Disability: 4%
- Autistic Spectrum Condition: 2%
- Acquired Brain Injury: 2%
- Vulnerable/Safeguarding: 7%