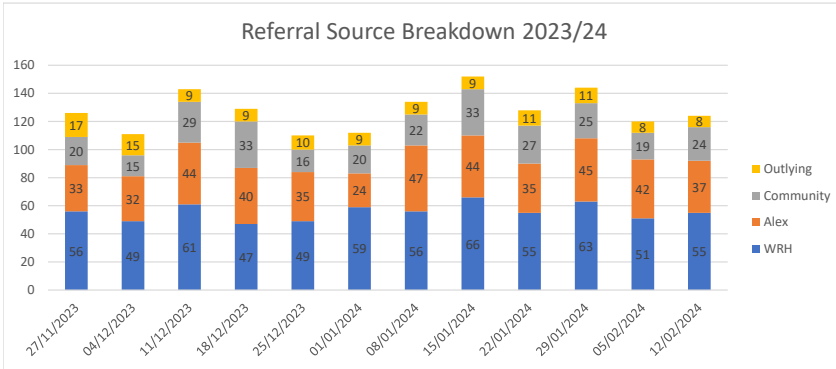


**Referrals:**

**2023/24**

Referral Source	Week commencing											
	27/11/2023	04/12/2023	11/12/2023	18/12/2023	25/12/2023	01/01/2024	08/01/2024	15/01/2024	22/01/2024	29/01/2024	05/02/2024	12/02/2024
WRH	56	49	61	47	49	59	56	66	55	63	51	55
Alex	33	32	44	40	35	24	47	44	35	45	42	37
Community	20	15	29	33	16	20	22	33	27	25	19	24
Outlying	17	15	9	9	10	9	9	9	11	11	8	8
<b>2023 Totals</b>	<b>126</b>	<b>111</b>	<b>143</b>	<b>129</b>	<b>110</b>	<b>112</b>	<b>134</b>	<b>152</b>	<b>128</b>	<b>144</b>	<b>120</b>	<b>124</b>
2023-24 Average	127.75	127.75	127.75	127.75	127.75	127.75	127.75	127.75	127.75	127.75	127.75	127.75

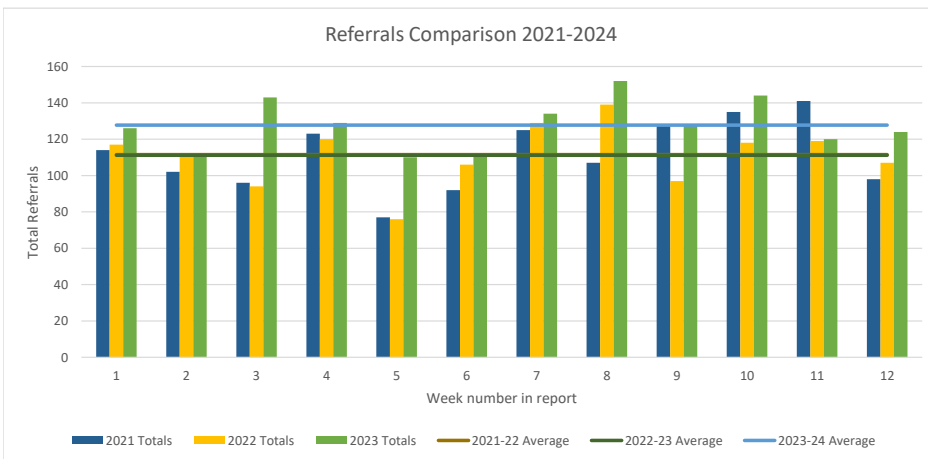


**2022/23**

Referral Source	Week commencing											
	28/11/2022	05/12/2022	12/12/2022	19/12/2022	26/12/2022	02/01/2023	09/01/2023	16/01/2023	23/01/2023	30/01/2023	06/02/2023	13/02/2023
WRH	43	36	35	47	34	33	53	52	36	43	38	39
Alex	33	33	26	38	27	43	30	44	24	37	32	35
Community	30	32	26	18	11	20	31	31	30	30	42	23
Outlying	11	11	7	17	4	10	15	12	7	8	7	10
<b>2022 Totals</b>	<b>117</b>	<b>112</b>	<b>94</b>	<b>120</b>	<b>76</b>	<b>106</b>	<b>129</b>	<b>139</b>	<b>97</b>	<b>118</b>	<b>119</b>	<b>107</b>
2022-23 Average	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667	111.16667

**2021/22**

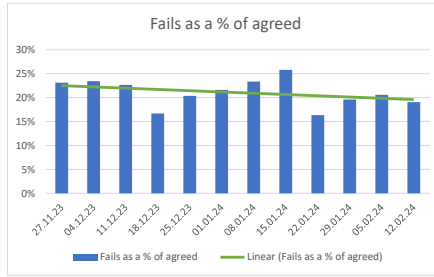
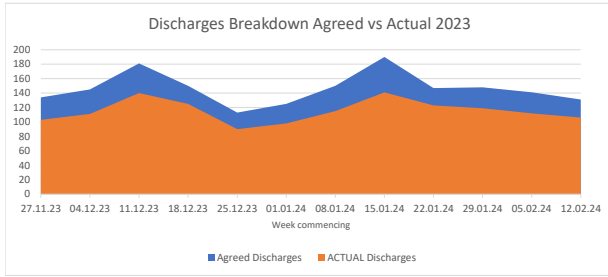
Referral Source	Week commencing											
	29/11/2021	06/12/2021	13/12/2021	20/12/2021	27/12/2021	03/01/2022	10/01/2022	17/01/2022	24/01/2022	31/01/2022	07/02/2022	14/02/2022
WRH	32	37	36	50	32	36	41	33	34	56	69	33
Alex	32	36	17	37	24	29	33	37	42	35	35	22
Community	34	21	32	19	18	18	38	25	38	32	25	33
Outlying	16	8	11	17	3	9	13	12	14	12	12	10
<b>2021 Totals</b>	<b>114</b>	<b>102</b>	<b>96</b>	<b>123</b>	<b>77</b>	<b>92</b>	<b>125</b>	<b>107</b>	<b>128</b>	<b>135</b>	<b>141</b>	<b>98</b>
2021-22 Average	111.5	111.5	111.5	111.5	111.5	111.5	111.5	111.5	111.5	111.5	111.5	111.5



WRH = Worcestershire Royal Hospital  
 Alex = Alexandra Hospital  
 Community = Community Hospitals (in Worcestershire)  
 Outlying = all hospitals outside of Worcestershire. Patients referred are Worcestershire residents

**Discharges Agreed:**

Discharges	Week commencing											
	27.11.23	04.12.23	11.12.23	18.12.23	25.12.23	01.01.24	08.01.24	15.01.24	22.01.24	29.01.24	05.02.24	12.02.24
Agreed Discharges	134	145	181	150	113	125	150	190	147	148	141	131
Double Up Discharges	14	21	18	23	9	13	12	18	22	14	10	15
Failed Discharges	31	34	41	25	23	27	35	49	24	29	29	25
<b>ACTUAL Discharges</b>	<b>103</b>	<b>111</b>	<b>140</b>	<b>125</b>	<b>90</b>	<b>98</b>	<b>115</b>	<b>141</b>	<b>123</b>	<b>119</b>	<b>112</b>	<b>106</b>
Fails as a % of agreed	23%	23%	23%	17%	20%	22%	23%	26%	16%	20%	21%	19%



**ACTUAL Discharges Breakdown:**

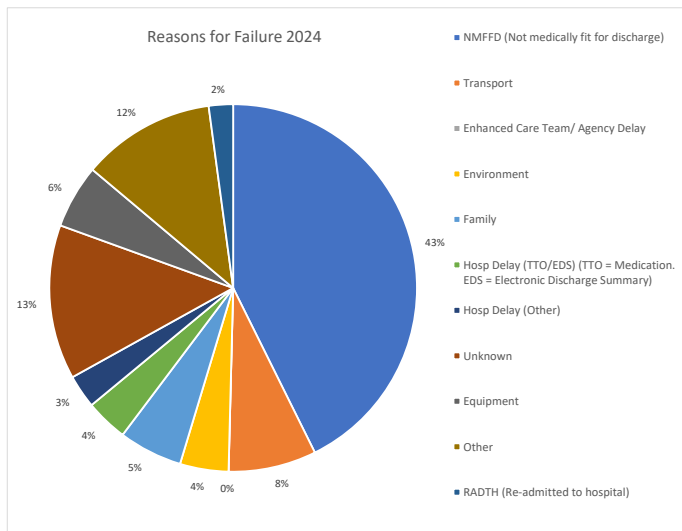
	Week commencing											
	27.11.23	04.12.23	11.12.23	18.12.23	25.12.23	01.01.24	08.01.24	15.01.24	22.01.24	29.01.24	05.02.24	12.02.24
Reablement	82	92	117	112	73	85	100	64	105	100	98	94
Neighbourhood Team	21	17	23	13	17	13	14	14	18	19	14	12
Reablement %	80%	84%	84%	90%	81%	87%	88%	82%	85%	84%	88%	89%
NT %	20%	16%	16%	10%	19%	13%	12%	18%	15%	16%	13%	11%

**Discharges by Hospital Breakdown:**

	Week commencing											
	27/11/2023	04/12/2023	11/12/2023	18/12/2023	25/12/2023	01/01/2024	08/01/2024	15/01/2024	22/01/2024	29/01/2024	05/02/2024	12/02/2024
WRH	44	49	62	51	36	54	49	34	51	52	43	47
Alex	30	27	44	31	32	24	38	23	37	31	44	31
Community	19	23	21	32	15	15	22	19	23	27	18	22
Outlying	10	12	13	11	7	5	6	4	12	9	7	6
<b>Total</b>	<b>103</b>	<b>111</b>	<b>140</b>	<b>125</b>	<b>90</b>	<b>98</b>	<b>115</b>	<b>80</b>	<b>123</b>	<b>119</b>	<b>112</b>	<b>106</b>

**Reasons for Failure**

	Week commencing												Totals
	27/11/2023	04/12/2023	11/12/2023	18/12/2023	25/12/2023	01/01/2024	08/01/2024	15/01/2024	22/01/2024	29/01/2024	05/02/2024	12/02/2024	
NMFFD (Not medically fit for discharge)	16	18	16	10	8	13	10	24	9	16	11	9	160
Transport	4	2	3	1	0	1	3	1	4	1	4	5	29
Enhanced Care Team/ Agency Delay	0	0	0	0	0	0	0	0	0	0	0	0	0
Environment	1	1	1	1	3	1	1	2	2	1	2	0	16
Family	1	2	4	0	0	1	4	2	3	2	1	1	21
Hosp Delay (TTO/EDS) (TTO = Medication. EDS = Electronic Discharge Summary)	1	0	3	1	4	1	2	1	1	0	0	0	14
Hosp Delay (Other)	3	1	0	1	1	0	0	2	0	1	0	2	11
Unknown	4	3	7	1	2	4	9	7	3	4	4	3	51
Equipment	0	3	3	2	1	1	0	4	2	1	3	1	21
Other	2	1	4	5	3	4	6	6	2	3	3	5	44
RADTH (Re-admitted to hospital)	1	3	0	3	0	0	0	0	0	0	1	0	8
<b>Total</b>	<b>33</b>	<b>34</b>	<b>41</b>	<b>25</b>	<b>22</b>	<b>26</b>	<b>35</b>	<b>49</b>	<b>26</b>	<b>29</b>	<b>29</b>	<b>26</b>	<b>375</b>



**Discharges by Neighbourhood Team**

12 discharges to NT w/c 12.02.24

	Double	Single	Total
BRO (Bromsgrove)		2	2
DOR (Droitwich, Ombersley and Rurals)			0
EBBI (Evesham, Broadway, Bredon, Inkberrow)	1	2	3
FOR (Forest - 1 of 3 Wyre Forest Teams)			0
GLA (Glades - 1 of 3 Wyre Forest Teams)	1	1	2
MAL (Malvern)		1	1
PUNT (Pershore and Upton Neighbourhood Team)		1	1
RED (Redditch)			0
RUR (Rural)			0
RIV (River - 1 of 3 Wyre Forest Teams)	1		1
WCS (Worcester Cityside - 1 of 2 Worcester Teams)	1		1
WRS (Worcester Riverside - 1 of 2 Worcester Teams)		1	1
<b>Total</b>	<b>4</b>	<b>8</b>	<b>12</b>

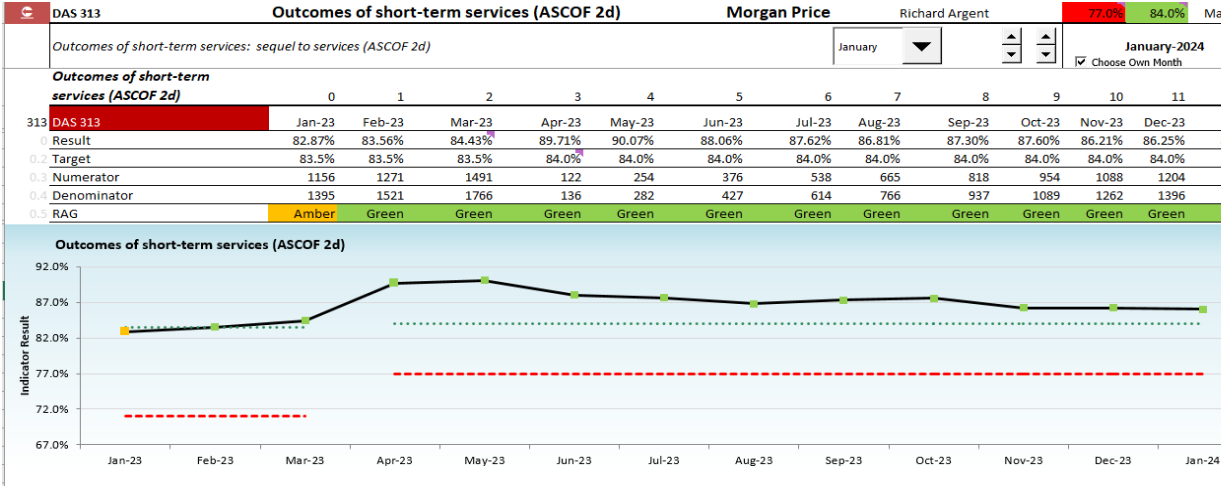
## Reablement Service Feedback Score

Overall, how do you rate the service provided to you by the Reablement Service? (Star rating from 1-5)

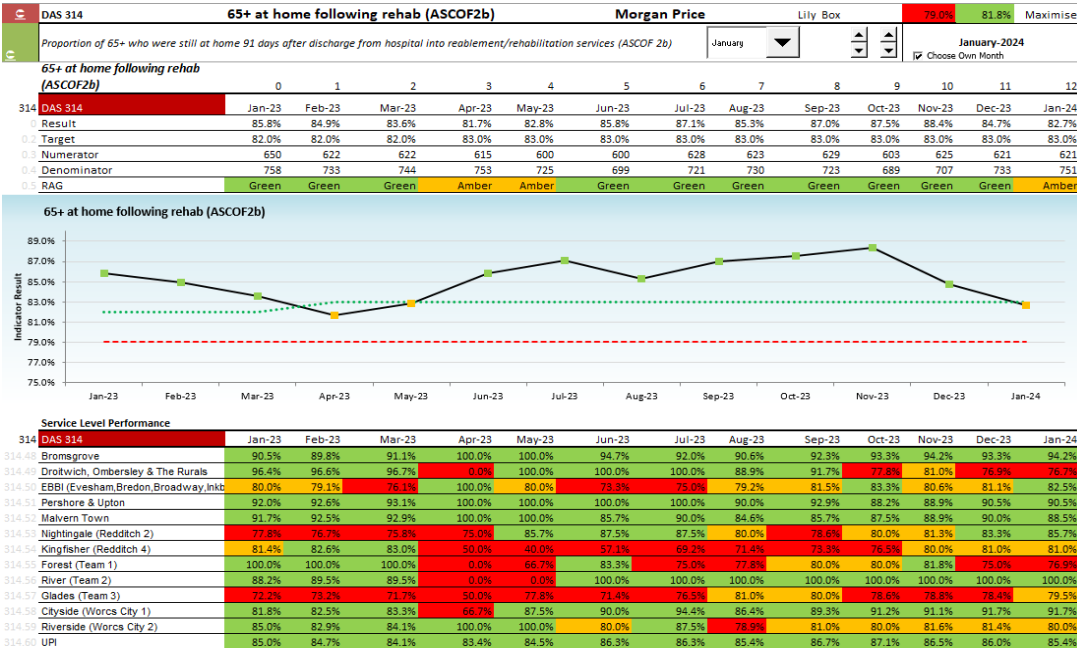
4.5



### ASCOF 2d



### ASCOF 2b



## Results by ALL Neighbourhood Teams

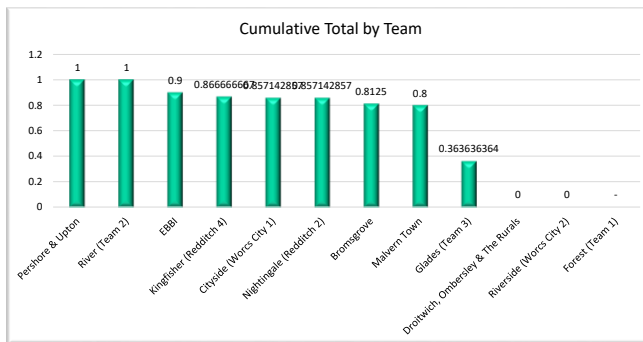
Numerator	Denominator
06 Ongoing Low Level Support	04 Long Term Support (any setting)
07 Short Term Support (other)	06 Ongoing Low Level Support
09 No Services Provided - Universal Services / signposted to other services	07 Short Term Support (other)
10 No Services provided – no identified needs	09 No Services Provided - Universal Services / signposted to other
	10 No Services provided – no identified needs

### All NEW CLIENTS' Outcomes that were received by the Neighbourhood Teams

Sequel to reablement (See guidance tab)	Apr-23	May-23	Jun-23
01 Early cessation of service (not leading to long term support) - 100% NHS funded care/End of Life/deceased	29	30	35
02 Early cessation of service not leading to long term support	2		
03 Early Cessation of Service (leading to long term support)	1	6	1
<b>04 Long Term Support (any setting)</b>	10	8	10
05 No services provided – needs identified but self-funding	14	10	13
<b>06 Ongoing Low Level Support</b>		4	7
<b>07 Short Term Support (other)</b>			5
08 No services provided – needs identified but support declined	6	6	3
<b>09 No Services Provided - Universal Services / signposted to other services</b>	1	6	2
<b>10 No Services provided – no identified needs</b>	27	26	18
<b>Total</b>	<b>90</b>	<b>96</b>	<b>94</b>

#### Notes:

- All Teams sent back a return, however:
- Droitwich, Ombersley and Glades Neighbourhood Teams had no clients in the indicator categories.



Team	Cumulative Total
River (Team 2)	100.0%
Nightingale (Redditch 2)	91.7%
FBBI	89.5%
Malvern Town	88.9%
Kingfisher (Redditch 4)	88.2%
Bromsgrove	80.0%
Cityside (Worcs City 1)	80.0%
Pershore & Upton	77.8%
Forest (Team 1)	75.0%
Glades (Team 3)	33.3%
Droitwich, Ombersley	0.0%
Riverside (Worcs City)	0.0%

## Reablement Service Response Time

Discharges	Week commencing											
	27/11/2023	04/12/2023	11/12/2023	18/12/2023	25/12/2023	01/01/2024	08/01/2024	15/01/2024	22/01/2024	29/01/2024	05/02/2024	12/02/2024
Average time between referral & discharge (days)	1.8	2.3	2.2	2.3	1.4	1.6	2.4	1.6	1.8	2.1	1.6	2.1

\*please note - this figure is based on data from the 'Active list' and does not reflect that a referral may have failed once or more prior to it being successful. EG if Mr Smith was referred on Monday, and agreed for discharge on Tuesday, but subsequently failed, and then was well enough for discharge on Wednesday and agreed for Thursday, he would count as 3 days here

## Double & Single Call Analysis

	Week commencing											
	27/11/2023	04/12/2023	11/12/2023	18/12/2023	25/12/2023	01/01/2024	08/01/2024	15/01/2024	22/01/2024	29/01/2024	05/02/2024	12/02/2024
Total current caseload (daily avg)	135	123	127	148	153	155	152	153	166	178	177	168
Current caseload - Single calls (daily avg)	121	112	113	130	137	142	138	137	149	162	161	155
Current caseload - Double calls (daily avg)	14	11	14	18	16	13	14	16	17	16	16	13
Double calls as avg % of caseload	10%	9%	11%	12%	10%	9%	9%	10%	10%	9%	9%	8%

## Breakdown of People Waiting to Leave Reablement

	Total
Wyre Forest	11
Redditch	7
Bromsgrove	8
Wychavon	14
Worcester	14
Malvern	3

Please see below DTOC breakdown as of 20/02/2024:

\*DTOC = Delayed Transfer of Care

DTOC Reason	Admission Prevention	Pathway 1	Grand Total
Awaiting Adult Social Care	5	8	13
Awaiting CHC - Fast Tracked	2	2	4
Self Funding POC	0	1	1
<b>Grand Total</b>	<b>7</b>	<b>11</b>	<b>18</b>

\*These numbers are made up of people who have met their reablement goals. Some of these will be in a period of 7 days' notice whilst others are in the Brokerage process. It is reasonable to accept that most of these people could not leave the service any sooner than already planned.

## Monthly Length of Service Statistics 2024

	Jan	
Mean	16.7	Days
Median	15.0	Days
90th Percentile	33.0	Days

## Quarterly Length of Service Statistics

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	
Mean	25.3	20.2	20.6	20.5	18.9	14.7	17.3	15.4	15.7	Days
Median	18.5	15.0	15.0	16.0	15.0	12.0	13.0	13.0	14.0	Days
90th Percentile	56.9	42.2	41.0	41.0	40.0	29.0	33.0	30.0	30.0	Days