

## 1. Measureable Benefits

How are the objectives/benefits going to be proved? (Can be taken from the Acceptance Criteria)

Benefit	Description	Measures & Monitoring mechanism
Patients and carers have increased access to a wide range of services that are flexible to their individual needs	<p>From the 2012/13 client &amp; carer survey our results show that 65% of respondents say it is easy to find information about services. This is lower than the national average which is 71.5. This is a drop in performance from the previous year, but this year carers are also included in</p> <p>During the year, 2895 people who contacted Adult Social Care that didn't go on to assessment, received information and advice following their contact. This is a 20% increase on the previous year when a total of 2322 people received information and advice following a contact with us.</p>	<p>Number of carers and patients who say that they have access to good advice and information – ASCOF 3D</p> <p>Target – 74%</p>
People will have more control of and will be better able to manage their own care through advice and advocacy, thus	<p>From the 2012/13 client survey we know that 73.1 of people who use services say they have control over their daily life, this is a slight drop on the previous year when we achieved 75.7. The national average for 2012/13 is 75.6.</p> <p>We also know that 78.1% of people who use services said that those services have made them feel safe and secure. This is just slightly below the national average which is 78.3%.</p>	<p>% of people who use services say they have control over their daily life. ASCOF 1B Target – 75%-</p> <p>% of people who use services said that those services have made them feel safe and secure – ASCOF 4B Target 78.5%-</p>
To enable people to be independent by making the most of their skills and capabilities	<p>In 2012/13 we continue to reduce the numbers of people admitted into permanent residential and nursing care. Our result for younger adult admissions was 10.8 per 100k pop (equates to 14 people) and for older people our result was 619 per 100k pop (equates to 178 people). Both results are better than the national average which is 15.2 per 100k pop for younger adults and 709.3 per 100k pop for older people.</p>	<p>Reduced admission to residential and nursing care Reduced number of hospital admissions and re-admissions</p> <p>ASCOF 2A (1 + 2) Admissions for 18-64.&amp; 65+. The 2013/14 target for 2A1 (older people) reduce admissions by 9 people (equates to 5%) . The target for 2A2 (younger adults) reduce admissions by 1 person (7%)</p>

	<p>In 2011/12 we supported 178 clients with crisis domiciliary care to help avoid hospital admission. There were also 360 people who were placed into crisis temporary placements. In 2012/13 we changed our provision of crisis care meaning more people are being supported in their own home. 652 people received crisis domiciliary care, and 264 have been placed into crisis temporary placements.</p>	
<p>To support those who have lost skills to regain them and adapt to a potentially new situation</p>	<p>In 2012/13 delayed discharges of care from hospital for Swindon was 8.4 per 100k pop, compared to 8.7 per 100k pop nationally. Broken down to those just attributable to social care the number reduces to 4.5 per 100k pop which is just above the national average of 3.1 per 100k pop.</p> <p>During 2012/13, 22 existing social care clients received a period of reablement. Of those, 5 people or 23% needed no services following, 2 people or 9% had their package reduced and 6 people or 27% maintained their existing package and 9 people or 41% had their package increased.</p>	<p>Reduced delayed discharge due to reablement support</p> <p>This is a local contract indicator for reablement services provided by SEQOL: target 100% of existing packages reduced.</p>
<p>Community based networks have increased and are supporting people locally</p>	<p>Timebank launched July 2013</p>	<p>Number of people Timebank in 2013/14 to establish a baseline for end of March 2014</p>
<p>Patients are in control of managing their long term condition</p>	<p>During 2012/13 there were 183 social care clients who were supported with telecare equipment. This is an increase on the numbers from last year when 174 people received telecare to help them remain living independently.</p>	<p>Increase in number of people with long term conditions using telehealth</p> <p>Reduction in unplanned admissions for those with long term conditions using telehealth (CCG data)</p>
<p>Service users will be supported to maintain and or regain their independence and</p>	<p>In 2012/13 the proportion of people aged 65+ who were still living in their own residence following discharge from hospital</p>	<p>Service users &amp; their family carers will maintain a good quality of life &amp; positive health and well-being. Significant</p>

<p>able to continue to live in their own home.</p> <p>DC</p>	<p>with a reablement package in the period October to December was 80%. This is slightly below the national average of 82.8%.</p> <p>A total of 225 people received an episode of reablement during the year. Of those 203 people were new to social care, and 22 people already had an existing package with us.</p> <p>Of the new clients, 163 people needed no services following reablement and the remaining 40 people received a mainstream package following their episode.</p>	<p>improvement in perceived quality of life will be achieved after receiving re-ablement services.</p> <p>National measure</p> <p>Proportion of older people (65+) who were at home 91 days post discharge from hospital into reablement services (effectiveness of the service):</p> <p>Target 84%</p>
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