

Response to Request for Information

Reference FOI 001398
Date 07 August 2017

Care Assessments

Request:

I am sending this request under the Freedom of Information Act.

- What is the average length of time between a referral being received and a social care assessment being completed for older people aged 65 and over a) in hospitals awaiting discharge and b) living in the community in each of the following years:
 - a) 2012/13 – Community: 37 Days, Hospital: 27 Days
 - b) 2013/14 – Community: 38 Days, Hospital: 23 Days
 - c) 2014/15 – Community: 38 Days, Hospital: 26 Days
 - d) 2015/16 – Community: 60 Days, Hospital: 35 Days
 - e) 2016/17 – Community: 56 Days, Hospital: 33 Days
 - f) 2017/18 to 01/08/17 – Community: 40 Days, Hospital: 21 Days

This data measure the average length of time from when the referral is received to when the assessment is completed. For service users who are in hospital the referral is often received on or close to admission and before the service users is ready for discharge – this enables assessments to be started while treatment is being received and facilitate early and prompt transfers of care when the service user is declared fit for discharge. This is line with the national early discharge planning, high impact model.

- How many older people aged 65 and over in hospitals awaiting discharge waited more than 72 hours for a social care assessment to be completed, breaking the government's deadline, in each of the following years:

We can confirm that we cannot supply the information you requested for the reasons set out below. Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

 - (a) states the fact,
 - (b) specifies the exemption in question and
 - (c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

Section 12 - Exemption where cost of compliance exceeds appropriate limit

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

- (a) Determining whether it holds the information,*
 - (b) Locating the information, or a document which may contain the information,*
 - (c) Retrieving the information, or a document which may contain the information,*
- and*
- (d) Extracting the information from a document containing it.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to question is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on. To get the information would require a full scale look into all records. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

Please also express this as a percentage of all older people receiving assessments

- What are the five longest waits by older people aged 65 and over for a social care assessment once they've been referred to the council, and why, for the period 1st January 2016 – 1 August 2017?

286 Days

265 Days

261 Days

259 Days

254 Days

There are various reasons why there may be a delay between the initial contact and assessment – this could be due to family requirements and managing care, waiting for very sheltered housing assessments and placements to become available or care being self-funded while the service users finances are above the levels where they would qualify for funded services.

- What is the average length of time between the completion of a social care assessment for older people aged 65 and over and the implementation of a care package for each of the following years:
 - A. 2012/13 – 17 Days
 - B. 2013/14 – 14 Days
 - C. 2014/15 – 15 Days
 - D. 2015/16 – 20 Days
 - E. 2016/17 – 17 Days
 - F. 2017/18 to 01/08/2017 – 14 Days
- What are the five longest waits by older people aged 65 and over from the time their social care assessment was completed and a care package was put in place, and why, from 1st January 2016 and 1 August 2017?
 - 203 Days
 - 159 Days
 - 155 Days
 - 112 Days
 - 99 Days

There are various reasons why there may be a wait between the assessment being completed and the care package being put in place. This could include the service user being admitted to hospital, receiving health funded services, service users self-funding while finances are above the levels where they would qualify for funded services or waiting for specific services to become available (e.g. Very Sheltered Housing placement or a place in a specific residential care home)
- What is the total number of social care assessments for older people aged 65 and over that were completed by your local authority in each of the following years:
 - A. 2012/13 – 2,558
 - B. 2013/14 – 2,102
 - C. 2014/15 – 2,229
 - D. 2015/16 – 1,504
 - E. 2016/17 – 1,492