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Adult Social Care: 2018 - 2019

I would like to request the following data for the period financial year of 2018-2019:

The information required is for adults only.

A: Occupational Therapy (OT) Assessments & Support

1. The total number of individuals referred for:

- **Occupational Therapy (OT) assessments**
In 2018-19 total number of referrals was 10493
- **Home adaptations (e.g., ramps, stairlifts, wet rooms)**
The Trust held Occupational Therapy information systems do not hold these details. The role of the Community OT Service is to assess and make appropriate recommendations based on assessed functional difficulties experienced by those with permanent disabilities and is not based on requests for specific adaptations.
- **Social care support (e.g., carers, personal assistants)**
Delegated Statutory Function Report for 2018-19
 - Physical Disability Services 2328
 - Older Peoples Services 6037 (hospital social work data not included and not collected)

2. The average waiting time for:

- **An OT assessment**
The Trust held Occupational Therapy information systems does not gather this detail. The trust can confirm that the longest waiting time of an OT Assessment, at the 31 March 2019 was 20 weeks.
- **A decision on home adaptations**
The Trust held Occupational Therapy information systems does not gather this detail. Any clinical prescription or recommendation are completed and approved in line with the trust's governance framework. Recommendations may be made in collaboration with

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Housing Providers who can help to determine the technical feasibility of proposed works.

- **Provision of social care support**
The Trust PARIS information system does not provide this detail.

3. The number of home adaptation applications that were:

- **Approved**
- **Declined (with reasons if recorded)**
The Trust held Occupational Therapy information systems does not gather these details.

Occupational Therapy make prescriptions to relevant services/agencies (e.g. Northern Ireland Housing Executive (NIHE) Grants Department and Housing Providers) in order to carry out the recommendation, if technically feasible, practical and reasonable. If not then the Housing Provider/NIHE Grants are requires to liaise with Occupational Therapy to provide a suitable solution if possible i.e. rehousing.

4. The average duration from application to completion of home adaptations.

The Trust held Occupational Therapy information systems do not hold these details. Some information may be available from NIHE Grants office departments from point of Occupational Therapy recommendation.

B: Social Care Costs & Funding

1. The total expenditure by the Trust for providing:

- **OT assessments**
The Trust held Occupational Therapy information systems do not hold these details and to gather this information would take over 18 hours.
- **Home adaptations**
Occupational Therapy services are not involved with the financial assessment process required for the Disabled Facilities Grant and would not be involved with the finalised costing of projects. All processes and discussions associated with finance is the remit of

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NIHE. This information would be available from NIHE Grants office departments.

- **Social care support**
The Trust held information systems do not hold these details.

2. The number of individuals who self-funded their home adaptations due to not meeting the Trust's criteria.

The Trust held Occupational Therapy information systems do not hold these details.

For Disabled Facilities Grants, the NIHE make grant-aid available to eligible private home owners, landlords and private tenants for works necessary to fulfil an Occupational Therapist's (OT) recommendation. The DFG is means tested.

C: Complaints & Appeals

1. The number of complaints received regarding:

- **Delays in OT assessments**
The Trust received 5 complaints about delay in OT assessment in 2018/2019.
- **Denial of home adaptations or social care support**
The Trust received 4 complaints where the complainant disagreed with the outcome of assessment in 2018/2019.
- **Poor communication or support from social care services**
The Trust received 8 complaints relating to communication or to staff attitude with regard to occupational therapy services.

2. Outcomes of these complaints:

- **Number resulting in a formal apology**
An apology was offered as part of a response to the complainant in 3 complaints
- **Number leading to a successful appeal, overturning the original decision**
1 complaint led to reassessment of the specific needs of the client and amended recommendations being made.

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3. Any internal reports or audits conducted by the Trust on the impact of NHS delays on social care demand.

Not aware of any internal reports or audits commissioned by the Trust in relation to this matter