

London Borough of Havering
Commissioning Team
Mercury House, Mercury Gardens, Romford

Care Point
Performance Report

January 2013



Glossary

Information provided: Information supplied to the clients (Includes talking clients through websites i.e. exploring the eligibility criteria of benefits on screen with clients, printouts of information from websites/resources for the client to take away with them and supplying appropriate leaflets from stock held at Care Point)

Signposting: Direction of a client, where client is able and willing, to an appropriate organisation or agency for client to receive further assistance regarding their issue. (Provision of telephone numbers or direction to the offices of other organisations)

Contact: Interaction with the client and third parties on the client's behalf. Also includes contact made by other organisations to Care Point regarding a client.

1 January Headlines

1.1 Strong Performance: Following a shorter period of operation in December which led to a drop in performance, all service activity has returned to a normal level. There are strong performances with new (best figure since July) and repeat customers (third best ever figure) and the highest number of enquiries. In addition, the number of website visits has reached an all time high with 1,316 visits though visit duration fell in January.

1.2 Information Needs: In January, like others months, the top three areas of enquiry remain the same for Care Point customers. Benefits (35.2%), health/social care (33.8%) and housing (19.4%) accounted for the majority of enquiries. With regards to health/social care enquiries, 51.7% of these enquiries were social care related.

1.3 Where customers live: Postcode data continues to show that significant numbers of Care Point customers reside in Brooklands, Mawney and Romford Town (35.2%), Gooshays and Harold Wood (17.6%). Also, in January, there were 39 contacts from out of the borough of which 20 were enquiries on behalf of a Havering resident.

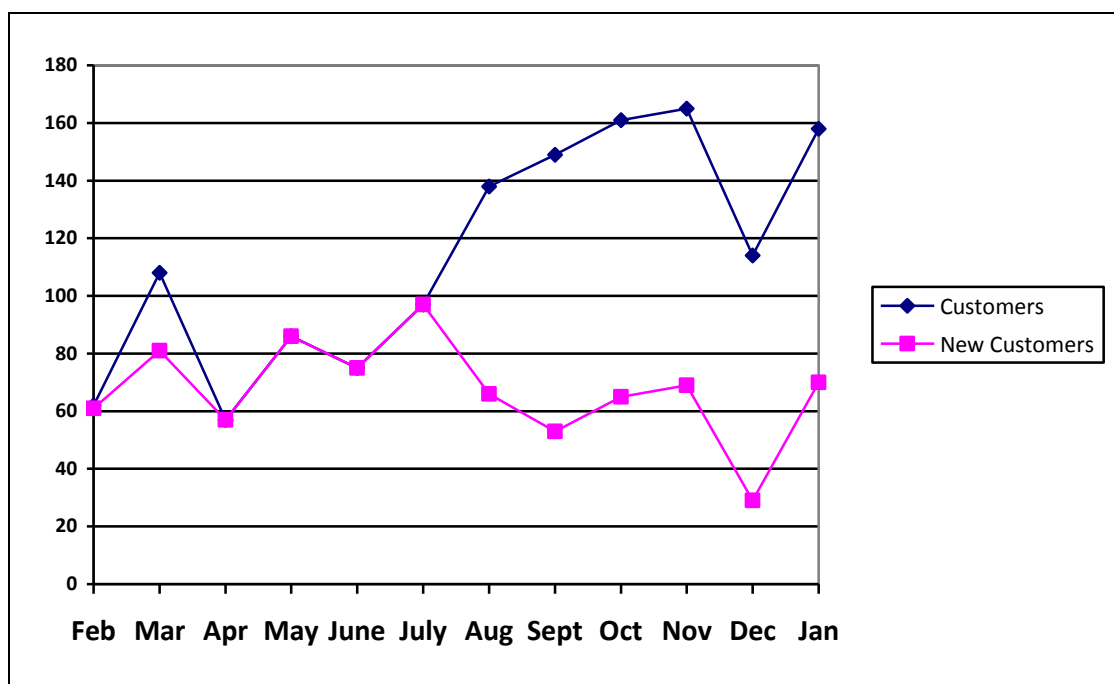
1.4 Customers Age & Disabilities: In January, 38% of customers were aged 50-64 with 22.8% of customers aged 64+ and 14.5% of customers were aged 35-49. With regards to disabilities, 48% of Care Point customers reported having a disability.

1.5 Care Point Response: In January, 66% of customers were provided with information followed by signposting (33%) and referrals (1%).

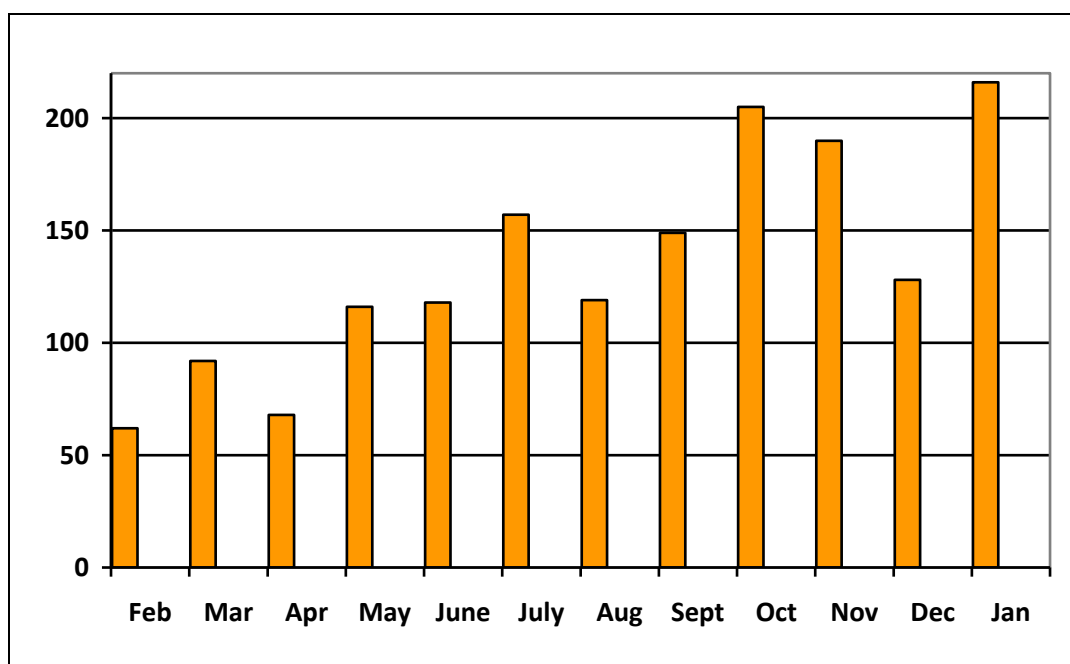
1.6 Customers Destination: In January, Care Point provided information, signposted or referred customers to 70 local and national organisations (in January, the figure was 62) with the CarePoint website (22%), Havering Council (16%), Adviceguide (11%), DirectGov (10%), First Stop (8%) and NHS Carers Direct (7%) accounting for the top 6 agencies.

2 Contacts

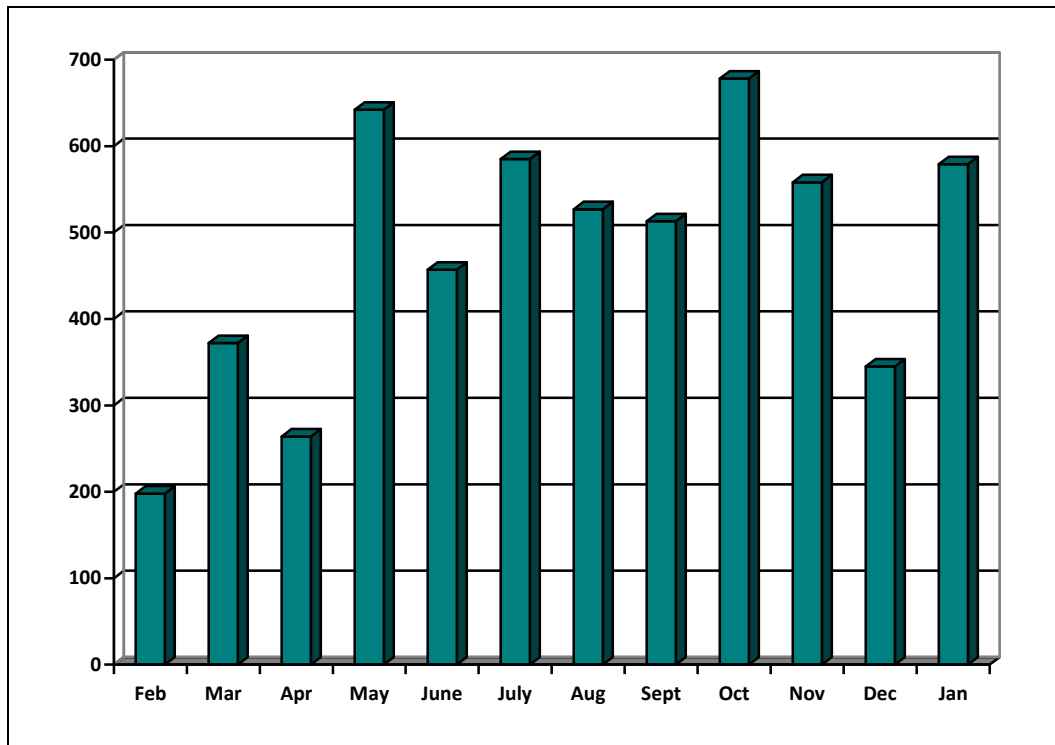
2.1 Total No of Customers & New Customers



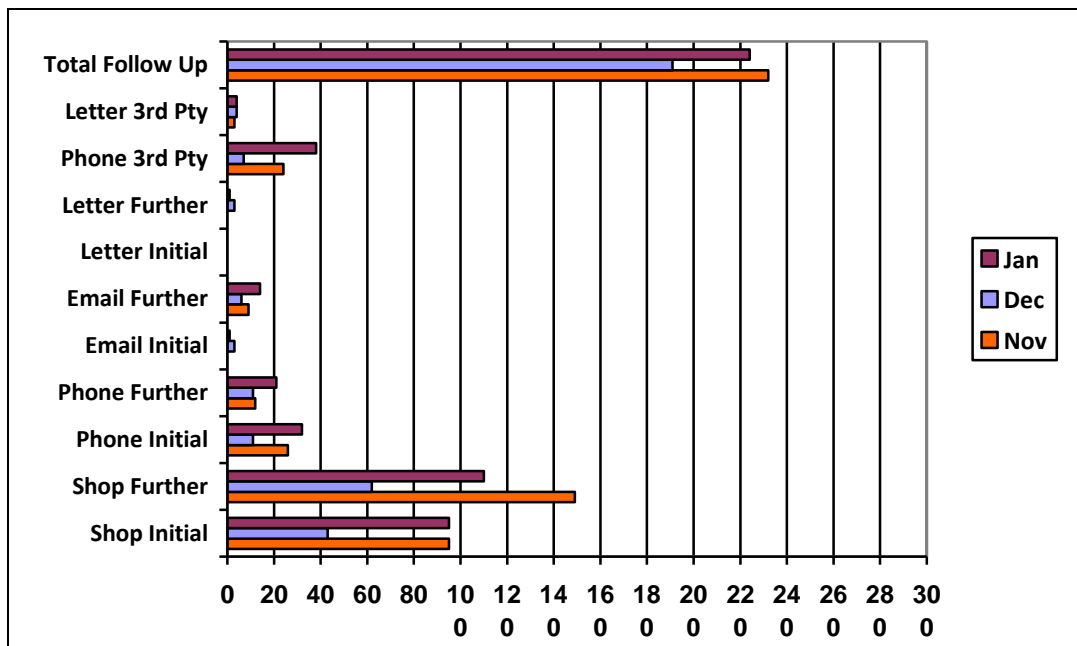
2.2 Total No of Enquiries



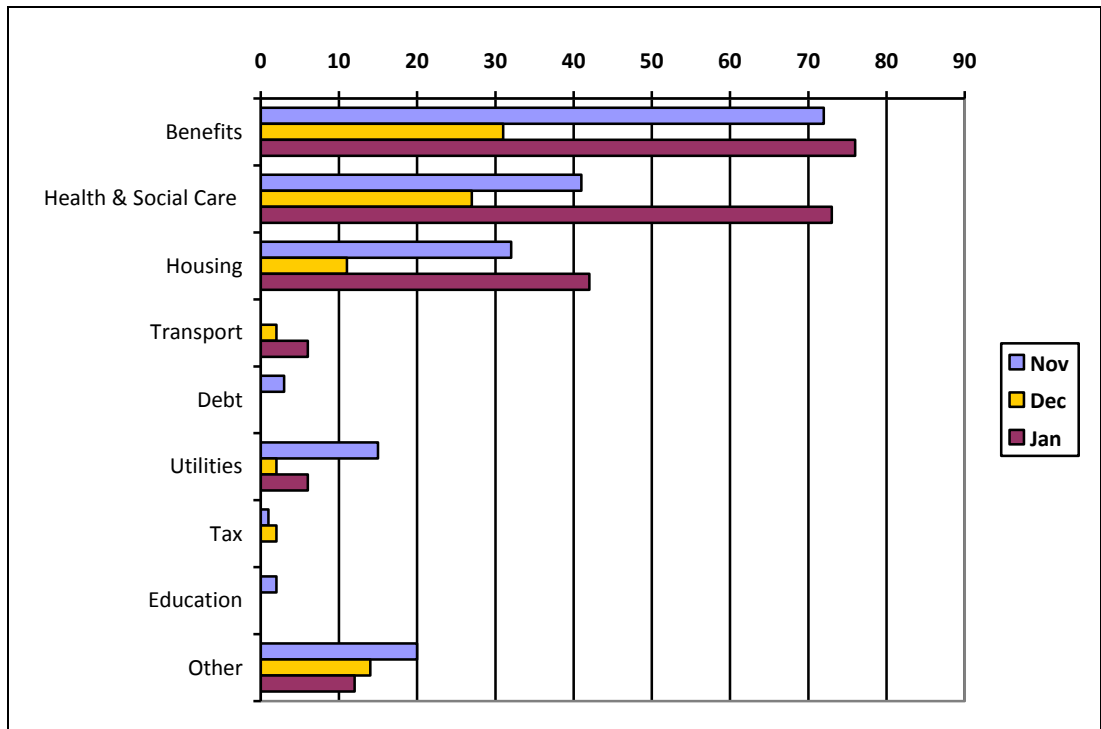
2.3 Total No of Contacts



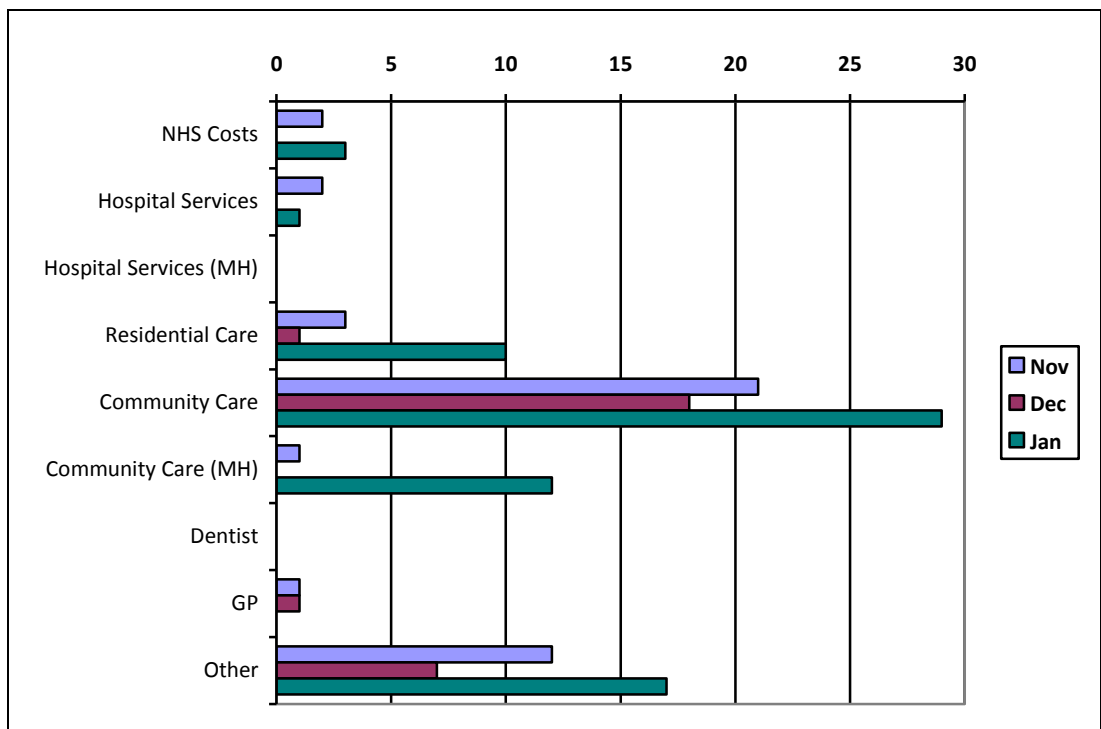
2.4 Types of Contact



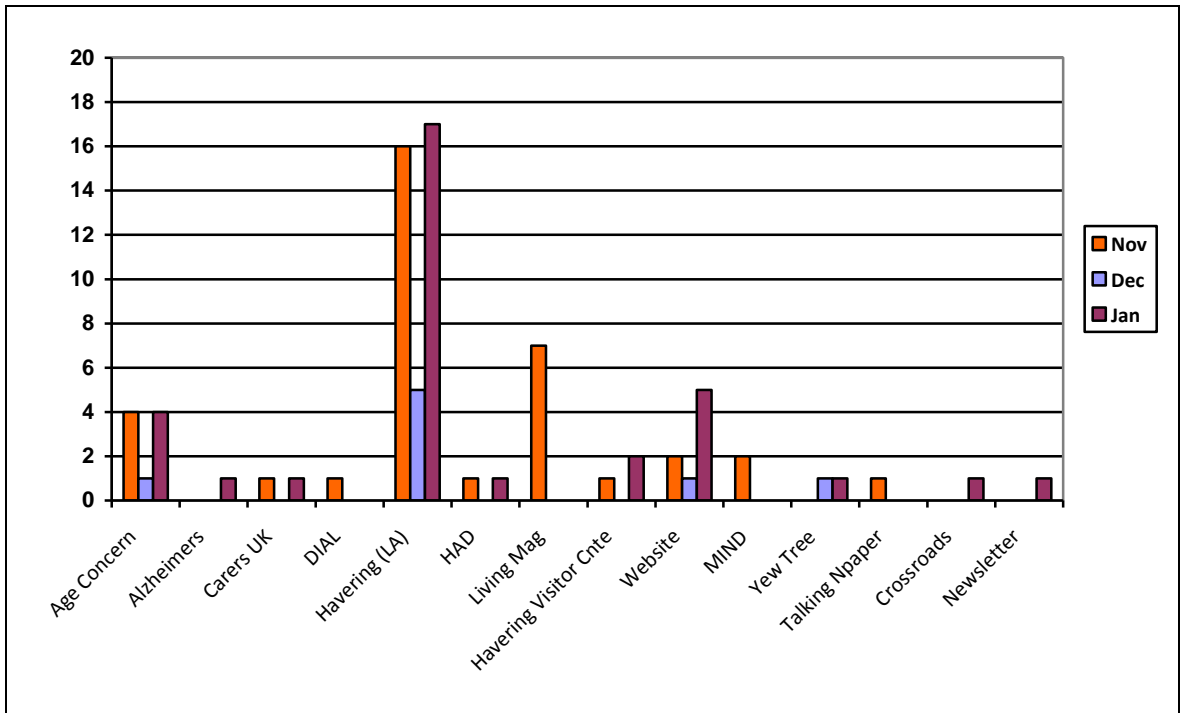
2.5 Types of Enquiries



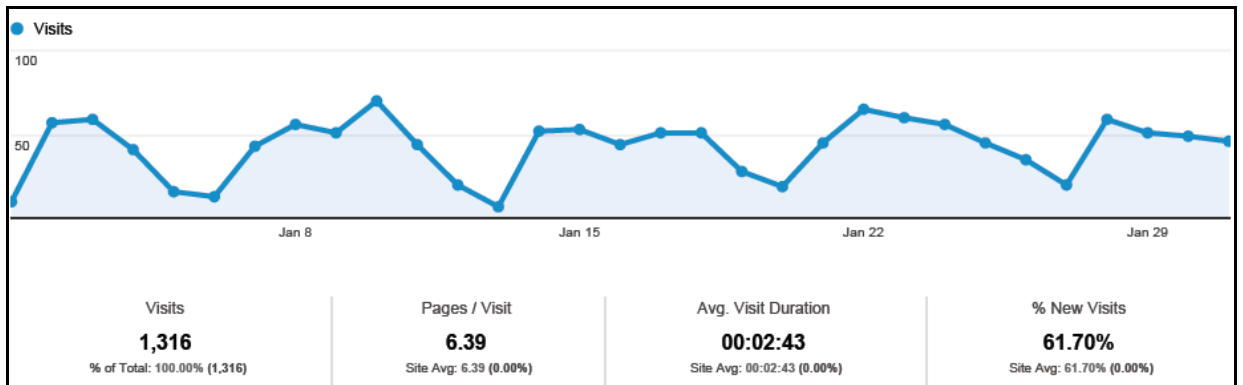
2.6 Health & Social Care Enquiries



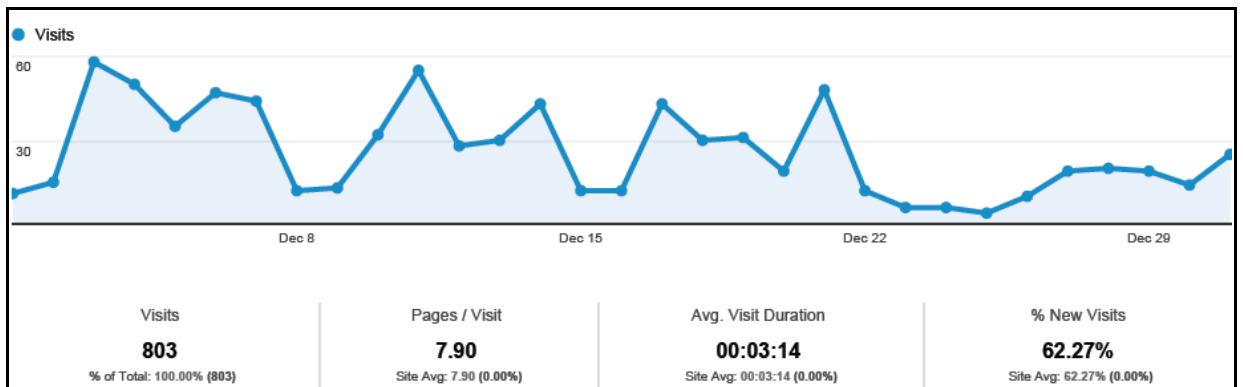
2.7 Signposting & Referral - from other agencies



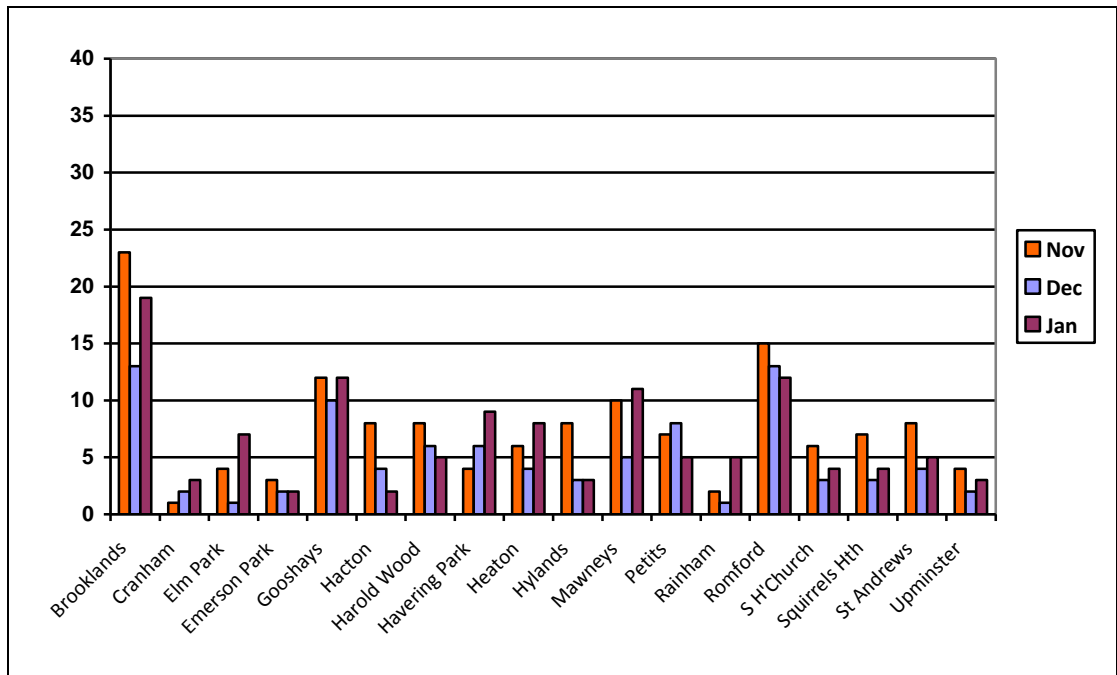
2.8 Website Visits (Jan)



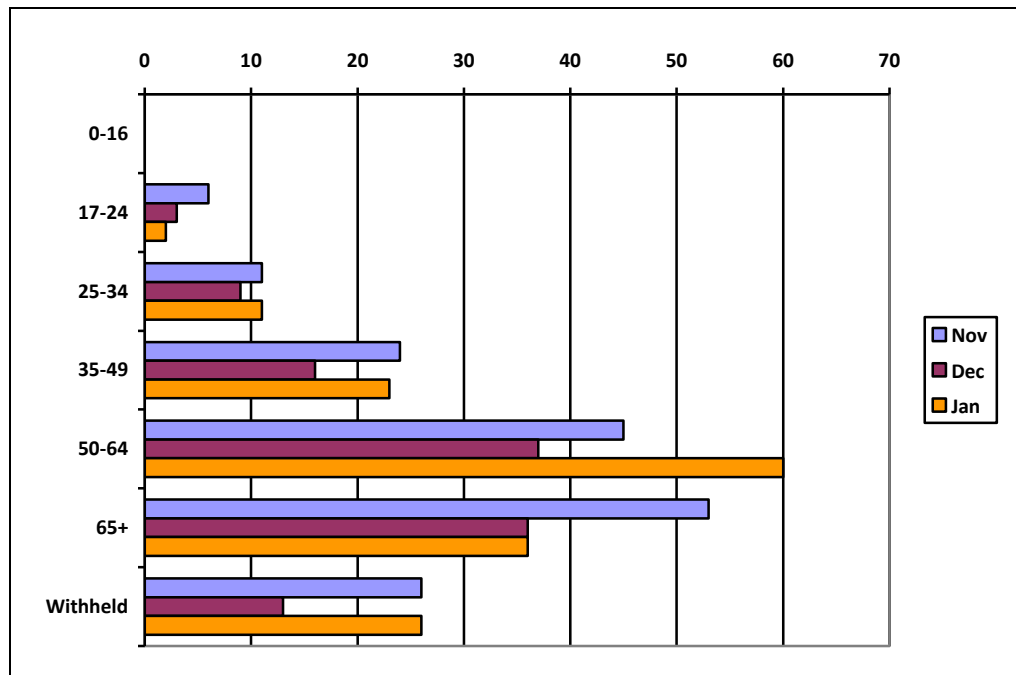
Website Visits (Dec)



2.9 Area of Residence

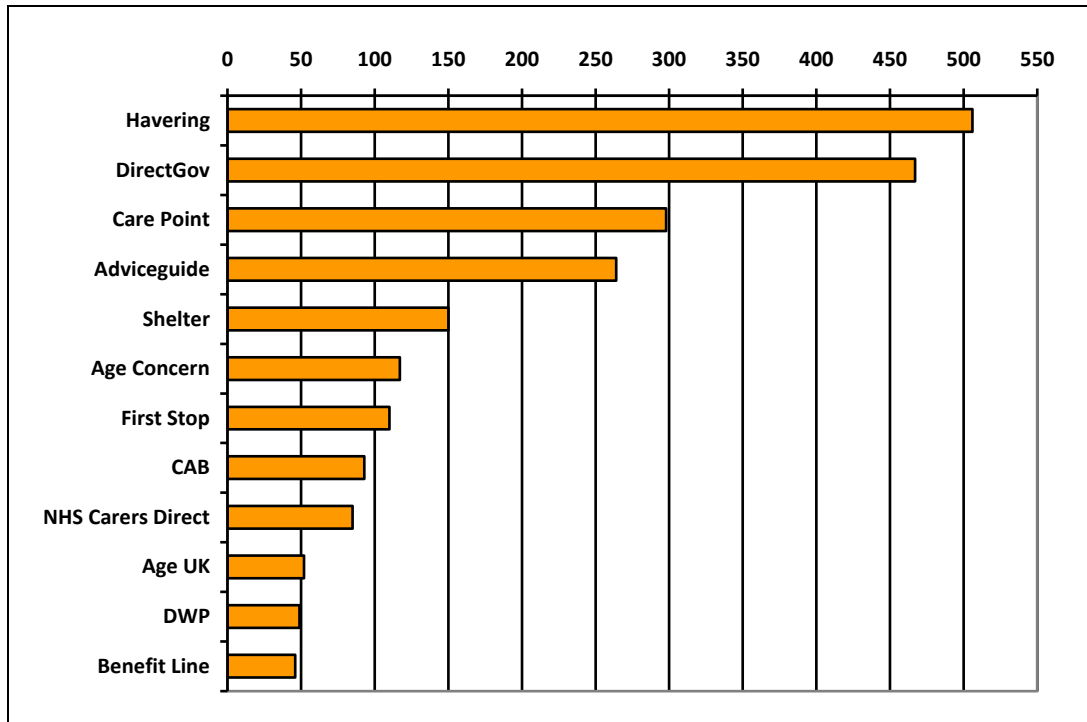


2.10 Age of Customers

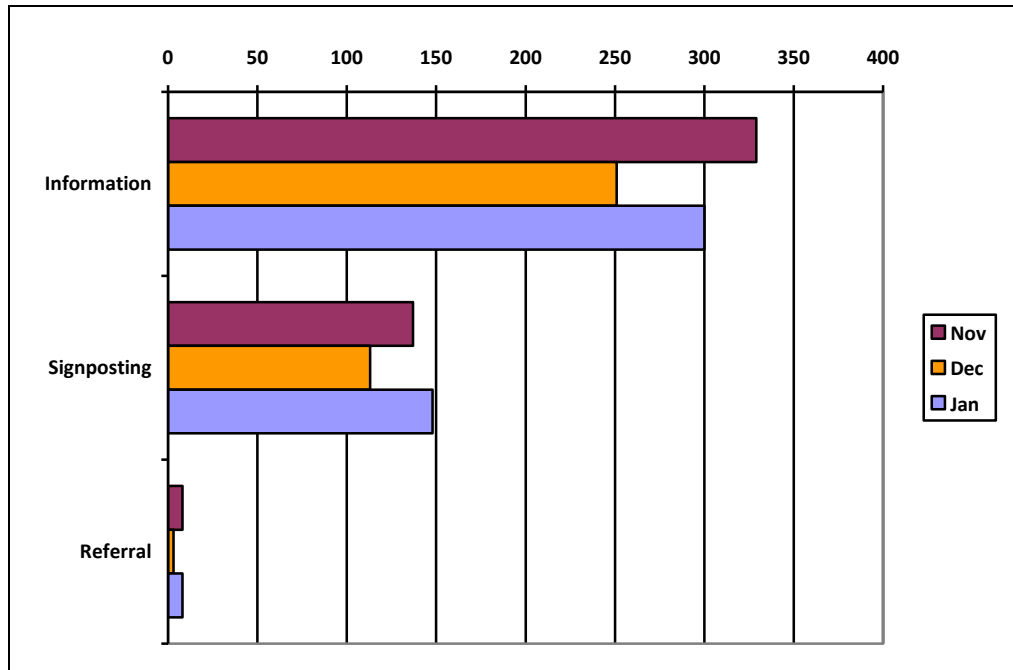


3 Outcomes

3.1 Top 12 Organisations signposted, information provided or referred to (June 2012-January 2013)

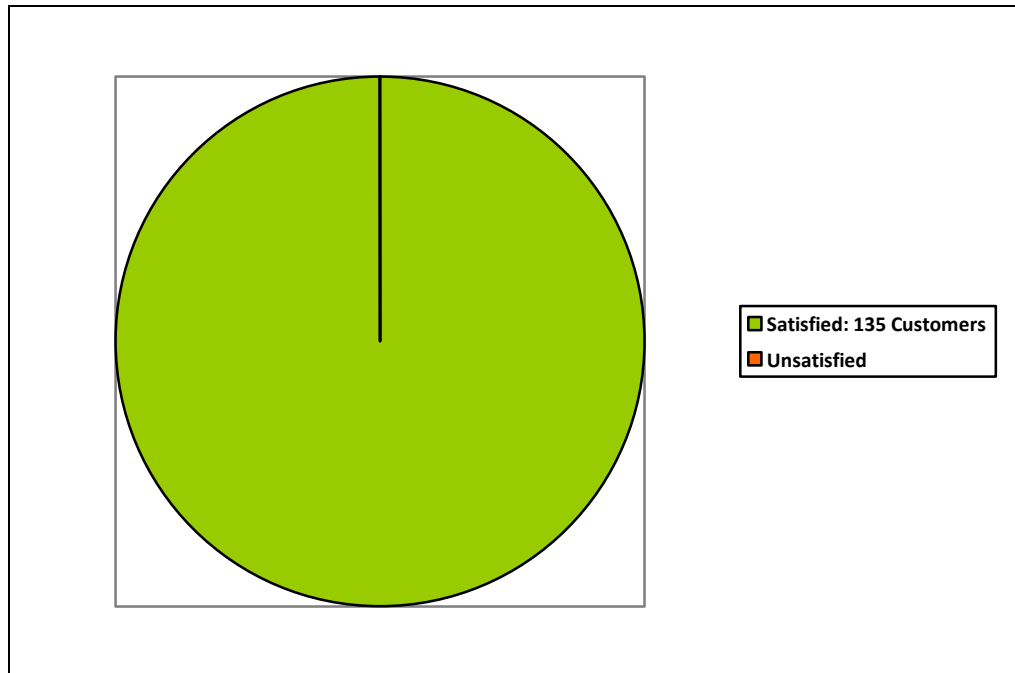


3.2 Types of Activity

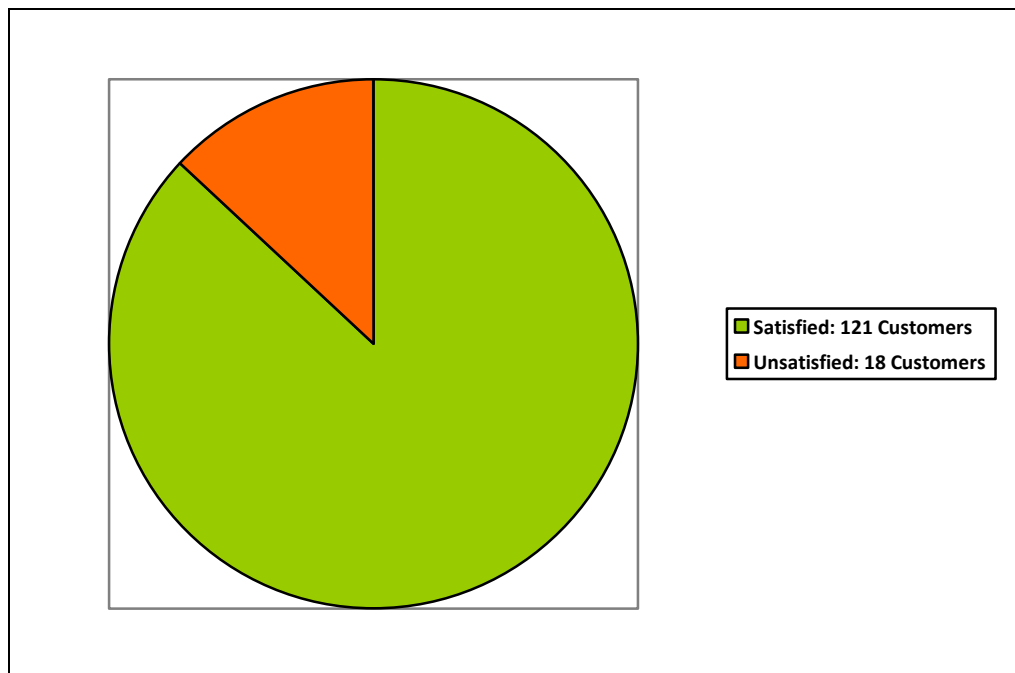


3.3 Customer Satisfaction (collected from September 2012)

3.3.1 Care Point



3.3.2 Organisation Follow Up Satisfaction



4 Workforce Training

4.1	Courses attended {incl date, times & venue}	Dave	Ugne	Jodi	Chris	Hannah
	FACS – Fair Access to Care Services – CEME Centre (FULL DAY)	Yes	Yes	Yes	Yes	
	Personalisation Training – Havering College Quarles Campus – 16/3/12 (HALF DAY)	Yes	Yes	Yes	Yes	
	Fuel Poverty Training – Care Point – (HALF DAY)	Yes	Yes	Yes	Yes	Yes
	Disability Law Service Workshop, 28th March 2012 10-12am at HAD		Yes		Yes	
	RAD Deaf Awareness Training, 27th June AM and PM sessions at Care Point	Yes	Yes	Yes	Yes - PM	
	Conflict Resolution and Personal Safety Training, 16th July at HAVCO (Full Day)			Yes		

5 Case Studies

5.1 Attendance Allowance and Pension credit entitlement

Client's partner suffered a stroke and the Client has become the main carer in the home. Client had been given an Attendance Allowance form, but was having difficulty in completing it. Care Point was able to arrange a referral to another organisation {Age UK} to assist client completing said form. Client also enquired about their Pension Credit entitlement; due to partner spending time in a care home, would it change as the partner was returning home? Care Point contacted the Pension Service with the Client present, and arranged for a change of circumstance form to be sent to the Clients address. The Client was able to receive help in completing the form at the same time as the Attendance Allowance form. After a follow-up call to client, the Pension Credit is remaining at the same level of entitlement, and the Clients partner has been awarded the higher rate of Attendance Allowance £77.45 per week.

5.2 Personal care needs and Telecare services

Client visited Care Point looking to find out whether there was any support that could be offered to client around the home? Client has mobility problems which restrict ability to live independently and safely within their own home. Client was informed about possible Needs Assessment by Havering Adult Social Care Team and Telecare Services that are available, using Care Point website as information source. A follow up call was later made to find out how the client progressed with the information provided and whether client has been successful in getting any support.

	<p>Client stated that they were very pleased and happy with all information provided by Care Point, as it has been useful and informative. Client stated that since a visit to Care Point, client has been in touch with Havering Adult Social Care Team and assessed for Telecare equipment which now has been provided to the client free of charge. Client thanked for all the help provided, as it has been a great help in getting the Telecare equipment.</p>
<p>5.3</p>	<p>Help with Care Home Fees</p> <p>The Client contacted Care Point in regards to a relative who was self-funding their stay in a care home. The relative was currently funding the cost of the care home, from the rent generated by the relative's house. The Client was concerned about a potential increase in the care home fees that may not be covered by the generated rent, and they may have to consider selling the home. The Client was interested to know what help might be available to pay the fees.</p> <p>Care Point was able to supply the Client with information on Attendance Allowance, NHS Registered Nursing Care Contributions and NHS Continuing Care. Care Point also provided some information to the Client regarding the treatment of property and the deferred payment scheme. Client was able to take away this information, to find out what their relative was already in receipt of, and what they may be able to claim.</p> <p>During the follow up conversation with the Client, it was stated that the information had been helpful and as a result they had discovered that their relative was not receiving Attendance Allowance. The Client helped the relative apply for it, and was successful with the claim. The relative was able to offset the increased care costs with Attendance Allowance, meaning that at present they did not need to sell the home and would be able to fully fund the relatives stay in the care home for a further year.</p>