

Performance Management Contract Monitoring:

- In 2019/20 out of the 12 Shaw Healthcare services 5 were rated 'good', 3 were 'requires improvement' and 4 were 'inadequate' rated services. As at the current time, 7 are rated 'good' and 5 are rated 'requires improvement.' None of the services are rated inadequate.
- Contracts continue to work with the 'requires improvement' rated services, through the following mechanisms:
 - Monthly meetings with Shaw Healthcare's senior management team monthly to discuss performance, management of COVID, strategic opportunities and issues that may affect the contract continuing to meet the current and future demand.
 - Bi-monthly quality review meetings with Shaw Healthcare, NHS partners and CQC.
 - Shaw Healthcare share a monthly report on quality indicators and contract performance which is used by the Commissioning and Contracts Team to monitor performance.
 - The Commissioning and Contracts teams conduct monitoring of services, including reviewing service improvement plans. This is a supportive measure which Shaw Healthcare find beneficial as it also enables access to the Council's Quality Assurance and Market Support Team.
 - The team reviews contract performance and proactively works with Shaw Healthcare to address quality and performance issues.

CQC Inspection Ratings:

- The below table provides an overview of the current rating for all 12 Shaw Healthcare services.
- There are times CQC will visit or review a service and do not consider the rating of the service, detail of these additional visits and reviews are not included.

Service	Service Address	Last inspection date	Last inspection rating
Burleys Wood	Furnace Drive, Crawley RH10 6JE	March 2018	Good
Croft Meadow	Tanyard Lane, Steyning, West Sussex, BN44 3RJ	August 2022	Good
Deerswood Lodge	Ifield Green, Ifield, Crawley, West Sussex, RH11 0HG	August 2021	Good

Service	Service Address	Last inspection date	Last inspection rating
Elizabeth House	83 Victoria Drive, Bognor Regis, West Sussex, PO21 2TB	February 2018	Good
Forest View	Southway, Burgess Hill, West Sussex, RH15 9SU	November 2021	Requires Improvement
Glebe House	Stein Road, Southbourne, West Sussex, PO10 8LB	January 2019	Good
Hillside Lodge	Spiro Close, London Road, Pulborough, West Sussex, RH20 1FG	February 2018	Good
Mill River Lodge	Dukes Square, Denne Road, Horsham, West Sussex, RH12 1JF	September 2021	Good
New Elmcroft	St. Giles Close, Shoreham By Sea, West Sussex, BN43 6AT	March 2022	Requires Improvement
Rotherlea	Dawtry Road, Petworth, West Sussex, GU28 0EA	November 2019	Requires Improvement
The Martlets	Fairlands, East Preston, West Sussex, BN16 1HS	April 2021	Requires Improvement
Warmere Court	Downview Way, Yapton, Arundel, West Sussex, BN18 0HN	July 2019	Requires Improvement

- **The current waiting times for assessments by the Prevention Assessment Team be circulated:**

The Prevention Assessment Team (PAT) operates a front door service where customers are provided with preventative information, advice and guidance to remain healthy and well. Where possible, enquiries/contacts are resolved at the front door. The target response time is currently 5 working days for triage of enquiries where customers will be contacted for initial contact assessment. Unfortunately, we are currently only able to achieve a 7-10 working day response within the capacity of the team.

Where enquiries cannot be resolved at the front door, they are triaged and managed by a risk rated allocation system. The majority of assessments are required to be started within 28 days but PAT are increasingly asked to manage some assessments where the risk is higher and requires an assessment to commence within 14 days.

Due to the demand for the services, we are currently managing and prioritising the highest priority cases but are typically managing between 15-25 assessments that are overdue allocation. On average assessments are overdue for approximately 4 weeks. Therefore, customers are waiting up to 2 months for an assessment within the capacity of the team.

Customers are however contacted by our front door service, triaged and provided with information, advice and guidance where possible. Additionally, customers will receive contact prior to becoming overdue to check that their circumstances haven't changed and whether there is a need to escalate for priority, which therefore supports in mitigating the risks of the wait times and maximises prevention opportunities where possible.

- **To receive further information on how long people are waiting in hospital for an assessment:**

Waiting times for assessments vary considerably depending on the number of referrals received, which also fluctuates considerably, and the complexity of an individual case. The aim is to try and allocate and complete the assessment within a week, so on average this is 7 days, however for the reasons described, each case is unique and therefore it is difficult to provide an exact length of time.