

Leeds Recovery Service – Activity and Performance

**Recovery Hubs**

	RecoveryHub@SouthLeeds Care Home with Nursing	RecoveryHub@NorthWestLeeds Care Home with Nursing	RecoveryHub@EastLeeds Residential Care Home
Bed occupancy levels	88%	76%	89%
Number of admissions:	268	257	268
From hospital	229	237	264
From community	39	20	4
% of people returning home	62%	60%	69%
% of people returning to hospital	13%	9%	8%
% of people going into residential care	4%	5%	9%
% of people going into nursing care	7%	1%	1%
Average length of stay	38 nights	30 nights	37 nights

Customer satisfaction

% of customers who say they were provided with Information	93%	97%	96%
% of customers who felt involved in the service	95%	96%	93%
<b>AVERAGE SCORES out of 10</b>			
Did you get the help and support you needed?	8.5	8	9
How well did staff support you?	9	9	9.5

### **Skills for Independent Living Service**

<b>October 2017 to September 2018</b>	
New starts in the Skills for Independent Living Service	2948
% of new starts which were people leaving hospital	50%
Average length of time people receive active Reablement	2.77 weeks
% of people who leave the service not needing ongoing home care support	61%
Number of formal compliments received	173

### **Recovery - Occupational Therapy**

<b>January 2018 to September 2018</b>	
Number of referrals to Recovery Occupational Therapy from Hubs	493

Note; Occupational Therapy contributes to the activity and performance across the Recovery Service, particularly in the Hubs.

## Leeds Community Equipment and Telecare Service

Activity	target	Q3 17/18	Q4 17/18	Q1 18/19	Q2 18/19	total
Number of community equipment items delivered		22781	20331	21383	15420	79915
% community equipment items collected in 14 days	80%	96%	97%	95.8%	95.7%	
Recycling by value	80%	84%	80%	82.6%	78%	
Level 1* equipment delivered within 7 days	97%	97%	96%	94.4%	93.1%	
Level 1* equipment for hospital community bed or Reablement discharge delivered in 48 hours	97%	94%	97%	94.7%	94.2%	
Level 1* equipment for Continuing Healthcare delivered in 24 hours	97%	96%	96%	97.1%	97.1%	
Level 2** to 4 equipment delivered in 14 days	80%	95%	98%	98.9%	97.4%	
Telecare equipment installations	570	626	656	628	468	
Telecare equipment installations within 14 days	90%	n/a	n/a	93%	82%	

\*Level 1 items are low value/high volume items that don't require consideration by Quality Assurance Panel

\*\*Level 2 items are high value/low volume items that are considered by Quality Assurance Panel to ensure value for money and prioritise provision in relation to high risk needs and available within budget.

Level 3 items are specialist items not frequently issued

Level 4 items are bespoke for individuals