

Dear Members,

As we wrap up another year, we're pleased to share the progress and key highlights of the Trusted Assessor Service in 2024. This year was marked by strong achievements, a high level of productivity, and areas where we continue to focus on improvements.

Key Highlights:

- **Assessment Volumes:**

The team completed **1,015 assessments** across three main locations:

- **Musgrove:** 429
- **Yeovil:** 215
- **Community Hospitals & Pathway Beds:** 371

This reflects our ability to manage a diverse and demanding workload.

- **Success Rate:**

83% of assessments were completed successfully. While most cases were resolved, there were 129 abandoned cases (12.7%) and 40 pending assessments (3.9%), which present areas for future improvement in case management.

- **Decision Outcomes:**

Nearly half of all assessments were accepted (**47% acceptance rate**). However, a significant portion (24%) had ambiguous decision outcomes or lacked proper documentation, indicating a need for clearer decision-making processes moving forward.

- **Provider Engagement:**

This year, we saw **532 placements** with Somerset Care Homes, which slightly exceeded placements with other providers (**483**). This shows strong support from Somerset Care Homes but also highlights the continued demand for the Trusted Assessor Service from other care providers.

Training and Innovation:

Our focus on training and development continues to grow:

- We hosted **nursing students** from Bournemouth University and supported **Level 5 Apprenticeships**.
- New initiatives like the **TA rotation** and the **YDH Pathway 3 Pilot** helped refine workflows and improve discharge processes.
- The team also shared knowledge and learning through **presentations** at the RCPA Conference.

Looking Ahead:

While this year has been a success, we recognise there are areas to improve, particularly in streamlining case management and enhancing documentation consistency. By addressing these challenges, we aim to deliver even greater outcomes in the year ahead.

Thank you for your continued support and commitment to providing quality care.

Best regards,

The Trusted Assessor Service Team