

11 December 2017

Agenda Item: 5

**REPORT OF THE DEPUTY CORPORATE DIRECTOR, ADULT SOCIAL CARE
AND HEALTH****PERFORMANCE UPDATE FOR ADULT SOCIAL CARE AND HEALTH****Purpose of the Report**

1. To provide the Committee with a summary of performance for Adult Social Care and Health for quarter 2 2017/18 (1 April 2017 to 30 September 2017) and seek comments on any actions required.

Information and Advice

2. This report provides the Committee with an overview of the quarter 2 position for the key performance measures for Adult Social Care and Health (ASCH) for 2017-18. The performance measures include information provided to the Department of Health as part of statutory returns.
3. The measures monitored on a monthly basis by the Senior Leadership Team were reviewed in April/May when targets for 2017/18 were set and this report reflects those changes.
4. A summary of these performance measures is set out below and a performance dashboard, including target and performance data up to and including 30 September 2017 (Quarter 2), is attached as **Appendix A**.

National Key Performance Indicators**Long term residential and nursing care (younger adults aged 18 – 64 years)**

5. The Council monitors admissions per 100,000 population, as part of a national Adult Social Care Outcomes Framework (ASCOF) definition, which allows for comparison (benchmarking) with other Councils. The Council has an annual target of 12.5 against a national average of 13.3. However the narrative provided below also gives the actual number of service users in order to make this meaningful to service delivery.
6. Admissions of younger adults presently stands at 31 against a year to date target of 30.
7. Recent research undertaken by the MS Society and the Care and Support Alliance has shown that more than 3,300 younger adults across the country are living in care settings not intended for them, as they are placed in care homes for people over 65. The number of younger adults placed in older adult care homes will be clarified.

8. The overall number of younger adults being supported by the authority in long term residential or nursing care placements is on target at 636 against a year-end target of 635.

Long term residential and nursing care (older adults aged 65 years and over)

9. Admissions for older adults are also monitored per 100,000 population, and the report also includes the actual number of service users in order to make this meaningful in operational terms.
10. Admissions into long-term care are being avoided where possible through scrutiny of all cases at accommodation panels and the provision of alternatives within the community including Extra Care, telecare and short-term assessment beds for those older people leaving hospital.
11. The number of admissions for older adults presently stands at 414 against a year to date target of 474; this positive performance is expected to continue and it is predicted that this will be on target at year-end.
12. The overall number of people being supported by the authority in long term residential or nursing care placements is currently over target at 2,342 against a year-end target of 2,275.

Delayed Transfers of Care

13. A Delayed Transfer of Care (DToC) from an acute or non-acute hospital setting occurs when “a patient is ready to depart from such care and is still occupying a bed”. Any patients falling within this definition are classified as a reportable delay and the information collected includes patients in all NHS settings.
14. As part of measuring DToC, the total number of days delayed per month per 100,000 population is monitored and this is a key national indicator. Despite continued demand on the Council’s services, Nottinghamshire was ranked 7th best performing council nationally (out of 151) for delays attributed to social care in September 2017.

Older people at home 91 days after discharge from hospital into reablement type services

15. Reablement type services seek to support people and maximise their level of independence, in order to minimise their need for ongoing support and dependence on public services. It captures the joint work of social services and health staff, as well as adult social care reablement. This indicator monitors the effectiveness of the services delivered.
16. Included in this indicator are reablement type services such as:
 - a) START – short term assessment and reablement service provided in a service user’s own home, for example to help them regain their independence following a stay in hospital
 - b) intermediate care – may be provided in a service user’s own home or in a residential setting and can be used either as a short term intensive service to avoid a hospital admission, for example where a service user is suffering from a temporary illness or can also be used to help a service user regain their independence following a stay in hospital

- c) assessment beds – assessment and reablement service delivered in a residential setting following a stay in hospital.

- 17. This indicator is produced on a rolling three month snapshot basis. This month the indicator includes people discharged from hospital into reablement services in March, April and May and checks if people were still at home during the months June, July and August.
- 18. In this period 302 people were still at home out of 357 who received a reablement type service on discharge from hospital. This equals a percentage of 85% and this indicator is currently on target.

Adults with a Learning Disability in paid employment and settled accommodation

- 19. These measures are intended to improve the quality of life for adults with a Learning Disability, reducing the risk of social exclusion. There is a strong link between employment and enhanced quality of life and the nature of accommodation for people with a Learning Disability has a strong impact on their safety and overall quality of life.
- 20. Performance for service users in paid employment is off target at 2.09% against the target of 2.8%, however following a recent case audit there is evidence to suggest that this figure could be closer to 2.7% once records have been updated on Mosaic (the case management system). A broader piece of strategic work is planned to identify what more the Council can do to support people into employment.
- 21. The figure for service users in settled accommodation is off target at 70% against a target of 76% and in order to achieve this target an additional 118 people would need to be recorded as living in settled accommodation.
- 22. Further investigation has shown that improvements in recording will ensure better results in these indicators.

Service users and Carers receiving a Direct Payment

- 23. Research has indicated that personal budgets impact positively on well-being, increasing choice and control, reducing cost implications and improving outcomes. Studies have shown that direct payments increase satisfaction with services.
- 24. The percentage of service users receiving a direct payment is on target and benchmarking shows that the Council is a high performer in this area. The Council currently supports 3,107 service users with a direct payment.
- 25. The proportion of carers receiving a direct payment remains at 100%. Carers may receive other services in addition to a direct payment, for example, respite for a service user.

Adults at risk lacking mental capacity who are supported to give their views during a safeguarding assessment

- 26. This indicator supports the Nottinghamshire Safeguarding Adults Board's objectives to Make Safeguarding Personal and could help to prevent repeat safeguarding enquiries for such adults.

27. The proportion of adults supported to give their views is performing better than the target (80% against a target of 73%) and this good performance is expected to continue for the rest of the year.

Adults where the outcome of a safeguarding assessment is that the risk is reduced or removed

28. This is a measure of the effectiveness of the safeguarding process and could help to prevent repeat enquiries for individuals.
29. The percentage of completed safeguarding assessments where the risk was reduced or removed is off target at 65% against a target of 70%.
30. As the cultural shift towards Making Safeguarding Personal focused work continues, staff are supporting people to manage existing risks where this is in line with people's 'desired outcomes'. Therefore, this indicator will fluctuate as people are supported to take risks and it is not surprising that the proportion has decreased. When looked at in line with the other indicators, satisfaction levels remain high.

Local Key Performance Indicators

New assessments completed within 28 days

31. The Council has a local target to complete 80% of all new assessments for social care within 28 days. The target of 80% is seen as challenging and reflects that it is not possible to complete an assessment in 28 days in all cases due to the complexity of the case or someone's changing circumstances.
32. This percentage is currently off target at 66%.
33. Each month a list of cases that were completed outside of the 28 day timescale is circulated to Team Managers for checking and, if applicable, for amendments. This quality assurance process ensures that the data held within systems is as accurate as possible and also helps to identify and correct any operational process issues.

Reviews of Long Term Services completed in year

34. It is important that people who receive support are reviewed in a timely manner. This maximises people's independence and ensures people only receive the services and support they need.
35. The percentage of service users reviewed is currently 36% and is expected to increase each month to reach around 72% at year end. This means that performance will be similar to the previous year. The numbers of people reviewed so far this year are much higher compared to the same months last year, at least double in most cases.

Percentage of older adults admissions direct from hospital

36. This year a more challenging target of 18% has been set and currently the indicator is performing off target however direct admissions to long term care from hospital should reduce as the system moves to a Home First, discharge to assess model.

Safeguarding service user outcomes

37. When an adult is the subject of a safeguarding assessment they are asked what outcomes they want as a result of the assessment. This is part of 'Making Safeguarding Personal', a national framework and approach which supports councils and their partners to develop outcomes-focused, person-centred safeguarding practice. An example of an outcome may be 'I want to be able to safely collect my pension'.
38. Positively, of the 74% of service users who were asked 75% said that their outcomes were fully met. This is better than the target and the national average of 67%.

Percentage of completed Deprivation of Liberty Safeguards assessments

39. The percentage of completed Deprivation of Liberty Safeguards assessments is currently 88%. Last year saw considerable improvement in this figure as a result of additional resources and new processes.

Other Options Considered

40. This report is provided as part of the Committee's constitutional requirement to consider performance of areas within its terms of reference on a quarterly basis. Due to the nature of the report no other options were considered appropriate.

Reason/s for Recommendation/s

41. This report is provided as part of the Committee's constitutional requirement to consider performance of areas within its terms of reference on a quarterly basis.

Statutory and Policy Implications

42. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION

- 1) That Committee considers whether there are any actions it requires in relation to the performance information for Adult Social Care and Health for the period 1 April to 30 September 2017.

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Constitutional Comments (SLB 20/10/17)

43. Adult Social Care and Public Health Committee is the appropriate body to consider the content of the report. If Committee resolves that any actions are required it must be satisfied that such actions are within the Committee's terms of reference.

Financial Comments (OC 25/10/17)

44. There are no financial implications arising from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Adult Social Care Outcomes Framework and Making Safeguarding Personal

Electoral Division(s) and Member(s) Affected

All.

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