

# Developing a new set of metrics for Adult Social Care

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## Adult Social Care Core Metrics



**Positive Contributions**



**Independence**



**Quality of Life**



**Use of resources**

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# Objectives

## **To develop a set of core metrics for the department that:**

- Let us see if we are fulfilling our purpose as a Social Care Department
- Can be used to clearly communicate how we all contribute to the success of the department

## **Will be used :**

- To inform all Service Plans and therefore the department's key messages
- To set targets – i.e. Corporate Director, Service Directors, all managers, teams and individuals
- In all EPDR's i.e to measure performance of employees

Ideally the  
core measures  
will...

- Be co-produced with colleagues
- Easy to understand
- Drawn from a range of sources
- In place from 1<sup>st</sup> April 2020

# Adult Social Care Core Metrics



**Positive Contributions**



**Independence**



**Quality of Life**



**Use of resources**



## Positive Contributions

Do we support people to enjoy meaningful lives where they can make positive contributions to their families, networks and communities?



## Independence

Do we support people to live as independently as possible, allowing them to be in control of their lives and support?



## Quality of Life

Do we contribute towards people having a better quality of life?



## Use of Resources

Is the way we are managing resources and work with partners across the department and the wider system effective, efficient and consistent in supporting good outcomes for people?



## Positive Contributions

### Keeping Family, Friends and Connections

Are the people we support connected to networks and the community?

### Learn, Volunteer and Work

Are we supporting people to engage in activities that add meaning to their lives?



## Independence

### My Support, my way and staying in control

Are we working with people to ensure they are in control of their support and can make their own decisions?

### Living the life I want, keeping safe and well

Do we work with people to understand what is important to them and then support them to achieve this?

### Information and Advice

Do we provide the right information and advice so people can help themselves when they need to?



## Quality of Life

### People

Do people we work with have a good quality of life?

### Carers

Do carers have a good quality of life?

### Workforce

Is staff wellbeing high and are we enjoying our jobs?





## Use of resources

### Use of the Adult Social Care Budget

Are we best utilising the overall budget to provide the best outcomes for people? Including how we work with partners across the wider system.

### Consistent Support Offer

Can we offer consistent support in terms of practice, quality and provision across the county?

### Time spent working directly with People

How much time are we spending with people v time on processes?

## Development of metrics requires:

- Be clear on what we are wanting to measure
- Why this is strategically important to us
- What is it important to know
- Considering options for what we then measure
- What would we use this information for
- What do we already collect/how could we measure it

## The new Core Metrics ...

- Will not replace or remove the need for other measures or reports BUT we should be able to see how all other measures roll up to support the core metrics
- Will need to be drilled down into, in order for us to fully understand and therefore make management decisions

## Next Steps

- Iterative development of the core measures
- Build in to annual Service Plans and future Departmental Strategies