

6th January 2014

Agenda Item: 9

**REPORT OF THE CORPORATE DIRECTOR, ADULT SOCIAL CARE,
HEALTH AND PUBLIC PROTECTION**

ADULT SOCIAL CARE PERFORMANCE UPDATE

Purpose of the Report

1. To provide a performance management update for the Adult Social Care and Health Committee, for the second quarter period of 2013/14.

Information and Advice

Performance Management

2. Throughout the year, the Performance Improvement Team measures a number of key activities within adult social care. These indicators link into the statutory returns that are made annually to the Department of Health and they are monitored and reported on a monthly basis to give a picture of how the Department is meeting the needs of service users and carers across Nottinghamshire. Appendix A shows a number of these key indicators as at November 2013.
3. A key area for further development continues to be carers' services. Support to carers is essential in ensuring that service users can remain living independently in their own homes for as long as possible. Nottinghamshire County Council took part in the second annual survey of carers, in 2012-13, and this highlighted several positives in the service provision, as well as areas for improvement. In comparison to both regional and national averages a greater number of carers in Nottinghamshire feel they are involved or consulted, and the County scores above average for overall satisfaction with support and services.
4. In the first 7 months of this reporting year (April to October) the Council carried out 2812 assessments or reviews of carers' needs. Following the review 2064 carers received a service. In the same period last year the Council carried out 1854 carers' assessments or reviews and 1289 of these carers received a service.
5. A further role of the Performance Improvement Team is to collect evidence of good practice from the department, to ensure that services are improving

people's quality of life. An example of the work we are doing with carers is as follows:

Mrs A's daughter was diagnosed as having breast cancer two months ago and was advised to have a mastectomy. She is her mother's main carer and would be struggling to cope for about 4 weeks after surgery. She came to us for help, as we already provide a sitting service. The cost of the care needed would have been too much for Mrs A's daughter to pay. The carer's crisis prevention scheme was able to provide 41 hours worth of care each week, to enable her to recover, whilst support was provided to her mother. The care we are providing is a sitting service and overnight care, so that the daughter can get some uninterrupted sleep and we can help with bathing and meal preparation in the evenings.

6. The Council is committed to enabling people to return to live in the community after a stay in hospital. Reablement is a main focus for the Council in relation to achieving this objective. This work involves assisting service users to regain and retain the skills and confidence to help them live as independently as possible. Reablement support workers provide up to six weeks of intensive support to service users in their own home, enabling them to do as much as they can for themselves. A key measure of the success of Reablement is whether, through intervention by the County Council, service users can live independently and require either no further support or a reduced level of support. Performance for the first half of 2013/14 is on target, with approximately 62% of service users benefiting from an intervention and, requiring less ongoing support. This equates to nearly 800 individuals. A further 200 have had their ongoing homecare package reduced as a result of the Reablement service.
7. The Reablement Service's improvement can in part be attributed to the implementation of a capacity management system which prioritises those in greater need and has also improved the quality of referrals. The introduction of additional training for frontline staff (led by the Council's in house Occupational Therapists) has meant assessments can be completed earlier, with better targeted support plans.

National Adult Social Care Data Returns – Update on progress with changes from 2014/15

8. A project has been set up to prepare the Council for the changes to the Department of Health statutory returns. This work is now being led corporately, with the department providing specialist input. A project plan has been put in place to enable us to collect the necessary data to be collated from April 2014.
9. The new returns will require the Council to collect data about relevant health conditions, more details on short term services and on-going low level support. The Council will also need to ensure that it is able to report on family carers, end of life care and those who pay full costs for services. There is a new requirement to capture additional information so that the Council is able to track

the service user's experience of adult social care and report more effectively on how services have improved a person's quality of life.

Towards Excellence in Adult Social Care

10. Sector led improvement in adult social care is being taken forward nationally by the Towards Excellence in Adult Social Care Board (TEASC). TEASC is the Partnership Board established to oversee the development of a new approach to sector-led improvement in adult social care, aligned with the current personalisation agenda. The Board includes representatives from the Association of Directors of Adult Social Services (ADASS), the Local Government Association (LGA), the Care Quality Commission (CQC), the Department of Health (DoH), Social Care Institute for Excellence (SCIE), Society of Local Authority Chief Executives (SOLACE) and the Think Local Act Personal Partnership.
11. Representatives from the Nottinghamshire County Council Performance Improvement Team were recently invited to attend and give a presentation at the TEASC Conference in London. This was as a direct result of the work completed locally in relation to the Local Account. The County Council's Local Account has been highlighted in an independent national overview report as a good practice example and there was a view from the LGA who organised and hosted the conference that it would be beneficial for other attending authorities to learn from the innovative approach taken by Nottinghamshire. The Local Account was commended for the focus on reporting and performance, and for including information from a wide variety of sources.
12. Nottinghamshire County Council is also actively engaged in the pilot of quarterly data returns to TEASC. The aim of this is to provide Councils with an accurate and timely picture of data, through in year reporting. This enables us to benchmark our progress alongside other authorities in a more timely fashion than has been possible previously, and this helps us to identify and address issues far sooner than has previously been the case.

Monitoring Performance in Care Homes

13. The Market Development and Care Standards Team oversees the quality of service across regulated services including care homes, home care and supported living services. The team undertakes annual quality audits of care providers and takes targeted measures to address poor quality and to monitor performance. The team respond to approximately 50 referrals per month.
14. The Market Development Team also co-ordinate monthly information sharing meetings with partners from health and the CQC. Information shared has supported the development of one of a number of new initiatives, a Risk Register and supports a co-ordinated approach between partners to the actions taken to address poor quality. During 2013 a more robust approach has been taken with poorly performing services. Where risks to residents are identified, where care homes fail to make required improvements within agreed timescales or, where repeated poor performance is evidenced, the Council and its partners

will take contractual sanctions, such as suspension or in some instances, termination of contracts.

15. A contracts module of the Framework-i system is currently being developed which will support increased analysis of care home performance data which, in turn, will support proactive approaches to addressing poor quality care services.

Adult Social Care Outcomes Framework (ASCOF) website

16. In November 2013, the Department of Health launched a new website, which gives people the opportunity to access, and compare, social care data from their Local Authority. The website presents 'outcome measures' from the Adult Social Care Outcomes Framework (ASCOF) for 2012/13, published by the Health and Social Care Information Centre in November 2013.

17. The data available includes how well Local Authorities are performing in relation to:

- giving people good quality of life;
- public satisfaction with care services;
- the number of permanent admissions to care homes; and
- delayed transfers of care from hospitals

18. Service users and carers will be able to see whether their local authority is performing well and compare their council's performance with the national and regional averages. This website will give people clear information, which is easy to understand, so they can hold councils to account over poor performance. The information available relates to a number of key activities and performance indicators of the department, including those submitted as part of the statutory returns and those reported back to the Senior Leadership Team on a regular basis. This includes those mentioned in the paragraphs above in relation to Performance Management. The information available has all been provided by Nottinghamshire County Council.

Reason/s for Recommendation/s

19. This report is for noting only.

Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

21. By ensuring the continuation of robust information about departmental performance, the Council will be best able to plan and commission services in the future.

Financial Implications

22. The Department of Health has recognised that changes to the statutory returns will require additional funding. Nottinghamshire County Council has been allocated £126,171 which will be used for changes to business processes and systems. The department will identify with finance colleagues how this funding will be used to enable the changes to be implemented in advance of April 2014.

RECOMMENDATION/S

- 1) It is recommended that the Adult Social Care and Health Committee notes the contents of this report.

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Constitutional Comments

23. As this report is for noting only, no constitutional comments are required.

Financial Comments (CLK 27/11/13)

24. The financial implications are contained in paragraph 22 of 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.

None

Electoral Division(s) and Member(s) Affected

All.

