

## Adult Social Care and Health Overview & Scrutiny Committee

5 September 2012

### Quarter One 2012-13 Performance Report for Adult Social Care

#### Recommendations

That the Adult Social Care and Health Overview & Scrutiny Committee:

- Consider both the summary and detail of the performance summary for Adult Social Care
- Consider and comment on areas where performance is positive and comment on where areas are falling short of target, and the remedial action is being taken.


#### 1. Key issues

- 1.1 This report presents the Adult Social Care & Health Overview & Scrutiny Committee with the quarter one 2012-13 report on the performance of the Adult Social Care services within the People Group.
- 1.2 The report seeks to show a detailed picture of the success of the adult social care service and issues that need to be addresses. The information presented identifies a relatively positive picture in the implementation of the personalisation agenda and the transformation agenda. We recognise however the need for continuous improvement and have identified a number of areas in which actions are required to address a downward trend or no improvement.

This report doesn't provide commentary on the Adult Social Care Report Card, this is reported through the Organisational Health Report that is scrutinised by the Member Finance and Performance Working Group and reported to Cabinet in September. The Adult Social Care Report Card is included as appendix one for reference.

#### 2. Performance and Key Messages

- 2.1 Below is the quarter one performance summary for Adult Social Care

Description	2010/11	2011/12	Quarter one	2012/13 Predicted	Trend
Number of customers receiving a personal	1961	3638	3099	6000	

budget for community services <b>(High is Best)</b>					
Proportion of personal budgets taken as a direct payment <b>(High is Best)</b>	2.6%	16.8%	19.4%	19.4%	★
Proportion of customers in residential or nursing care <b>(Low is Best)</b>	30.0%	30.2%	29.7%	29.5%	●
Number of people admitted to permanent residential care <b>(Low is Best)</b>	597	617	263	581	★
Number of people with a learning disability in paid employment <b>(High is Best)</b>	68	70	70	70	●
Average number of people whose discharge from hospital has been delayed on any one day <b>(Low is Best)</b>	71.2	72	64	66	★
Proportion of customers not needing on-going social care support 3 months after their reablement service <b>(High is Best)</b>	-	62%	55%	55%	▲
The proportion of safeguarding referrals that are 'repeat referrals' <b>(Low is Best)</b>	-	14.7%	15%	15%	●

## 2.2 Personalisation

Overall the performance picture for Adult Social Care Services in Warwickshire is a positive one. Continued improvement has been achieved in many areas with positive trends being made in many indicators. It should be noted that it is often hard to project the full year outturn on quarter one information and these projections are likely to change throughout the year when more information is gathered.

- 2.3 The key driver for Adult Social Care is to give all customers a personal budget. The use of personal budgets is a significant part of the personalisation agenda and can make a real difference to the lives of those who are able to access their social care support in this way. This move from traditional services to more personalised approaches can make a real difference, as evidenced by the case study below. In quarter one 74% of customers living in their own home were in receipt of a personal budget and 34% of customers in residential care had a personal budget.

In addition to measuring the number of people who have a personal budget we also measure how many people choose to take their personal budget in the

form of a direct payment. Since April 2012 over 19% of customers who have a personal budget are accessing at least some of their support through a direct payment. This proportion has increased considerably since 2010/11 when it was just 2.6%.

### 2.3.1 **Case Study Personal Budgets:**

*“Amanda” used to attend a traditional day centre based service but following a recent review she continues to go to ‘Tiger Feet’ dance group on Mondays because she always enjoys this, but she now also goes bowling in the afternoon. On Tuesdays she goes to a floristry course and can choose to do either craft in the afternoon or enjoy pampering sessions.*

*On Thursday Amanda has been going to cookery sessions and has been cake decorating. She also attends the ‘Knit and Natter’ group at the church hall as this gives her an opportunity to catch up with her friends. By accessing support in this way Amanda is better able to maintain friendships and to live a more fulfilled life.*

### 2.4 **Discharge from Hospital**

The average number of people whose discharge from hospital is delayed has improved since April. It is predicted this will be 66 in 2012/13 compared to 72 last financial year. However when expressed as a proportion (rate) of the adult population Warwickshire is in the bottom quartile compared to other shire authorities. The delays can be the responsibility of either health or social care and as our performance in this area has been recognised as below our expectations we have set a stretching target for the current year and have begun to measure the delays attributable to social care as a separate indicator.

Some of the actions taken to date include: appointing additional temporary staff to meet the increased demand of shortening lengths of stay in the Acute Trusts and to respond to the unprecedented levels of admissions in all three Trusts, introduced the Trusted Assessment process to fast track patients who were already receiving a package of support prior to their admission and could be discharged with the same level of care. In addition to this a number of beds in the Councils residential homes were identified and used as Moving On Beds when an individual no longer required acute care but for a number of reasons could not return home immediately.

Hospital teams have also been working more closely with reablement colleagues to ensure appropriate and timely referrals into this service.

Social Care and Support teams are also working with Strategic Commissioning colleagues to identify and highlight potential delays as a result of lack of service provision within the social care market. There is on-going work with our partners in the Coventry and Warwickshire Partnership Trust to agree processes for ratification of delays. In addition, an administrative officer has been recruited to closely scrutinise reported delays to the Strategic Health Authority.

### 2.5 **Reablement**

Since April the proportion of customers not needing on-going social care support 91 days after leaving reablement is 55% which is significantly below

the proportion in 2011/12 of 62%.

This is due to two factors: firstly now that reablement has opened up its eligibility criteria to increase the numbers of people accessing the service, customers referred to the team are in many cases more complex and therefore likely to require an on-going package of care post reablement. This is particularly the case for those customers that are referred to reablement from the community emergency response team. These customers will only have received 72 hours of intermediate care and are likely to have higher needs. Secondly, the Reablement team is receiving further training to ensure they understand the application of FACS at exit point from reablement. The aim is to ensure that an on-going package of care is only commissioned if there is a clear substantial or critical need and that the customers are sign posted to the third sector for their support if their needs are clearly low or moderate.

## 2.6 **Safeguarding**

The percentage of safeguarding adults referrals where the customer had at least one referral in the last 12 months has marginally increased from 14.7% in 2011-12 to 15% in quarter one.

Repeat referrals tend to cover those vulnerable adults where they are related to or well known to the alleged abuser. Examples include financial abuse of an elderly relative by a younger relative, where there is some acceptance of the abuse by the victim and the abuser leaves the area periodically before returning and a new referral is made by a concerned third party or agency, such as Housing Services or Probation. Other situations similar in their dynamics rather than circumstances include people who will collude with the abusive behaviour despite the attempts of WCC and other agencies to arrange and support a protection plan. These can be the most difficult of situations to resolve and our response tends to be one of maintaining contact with the vulnerable person and having monitoring arrangements in place with the agencies most involved.

Arguably, the percentage of repeat referrals does not in itself mean that the Council is failing to protect people from persistent abuse, so long as action is taken to risk assess each referral properly; rather it can indicate that agencies and others remain alert to the vulnerability of individuals about whom they have contact, knowledge and concern. Work is in hand with housing agencies to develop a protocol to enable better information sharing and inter agency discussion about individuals for whom there is widespread concern but no simple remedy.

## 3. **Conclusions**

- 3.1 This reports provide a snapshot of the progress made in quarter one of 2012/13. It is proposed that given members have access to and receive reports through the adult social care report card and performance plus, that this quarterly report provides evidence of progress and informs members of areas of concerns and the remedial actions taken to mitigate this and to ensure that targets are met within this financial year.

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## Appendix One: Adult Social Care Report Card, Quarter One 2012 - 2013

Definition	High or Low is Best	2011/12 Outturn	Q1 Outturn	Predicted Outturn	2012/13 Target	Predicted Outturn Against Target
The proportion of those using social care who have control over their daily life - <b>ASCOF 1B</b>	↑	73.70%	NYA	NYA	75.0%	-
The proportion of people who use services & carers who find it easy to find information about support - <b>ASCOF 3D</b>	↑	77.40%	NYA	NYA	79.0%	-
Proportion of older people (65+) who are still at home after 91 days following discharge from hospital into rehabilitation services - <b>ASCOF 2B New definition (as a percentage of all hospital discharges)</b>	↑	4.1%	NYA	4.3%	4.3%	★
Proportion of people whose outcome measures are fully or partially achieved at completion of reablement	↑	74.0%	72.6%	78.0%	80.0%	●
Percentage of customers not needing on-going social care 91 days after leaving reablement	↑	62.0%	55.0%	63.0%	63.0%	★
Admissions to residential care homes per 100,000 population - <b>ASCOF 2A</b>	↓	595.5	110.3	560	560	★
Proportion of people using social care who receive self-directed support - <b>ASCOF 1C</b>	↑	45.2%	51.9%	65.0%	65.0%	★
Delayed transfers of care - <b>ASCOF 2C All Delays</b>	↓	17	15.1	14.0	13.0	●
Delayed transfers of care - <b>ASCOF 2C Social Care and Attributable to Both Delays</b>	↓	7.4	4.9	4.5	4.0	●
Number of repeat safeguarding referrals	↓	14.70%	15.00%	14.00%	13.20%	●
Proportion of people who use services who feel safe	↑	Top Quartile	NYA	NYA	Top Quartile	-

The number of extra care housing units available for use by customers eligible for Warwickshire County Council Adult Social Care	↑	119	119	173	173	★
Social care-related quality of life - <b>ASCOF 1A</b>	↑	18.8	NYA	NYA	18.9	-
Proportion of adults with a learning disability in employment - <b>ASCOF 1E</b>	↑	5.9%	NYA	7.0%	7.0%	★
Proportion of adults in with a learning disability in settled accommodation - <b>ASCOF 1G</b>	↑	54.5%	NYA	63.0%	63.0%	★
Proportion of adults in contact with secondary mental health services in settled accommodation - <b>ASCOF 1H</b>	↑	69.3%	NYA	70.0%	70.0%	★
Proportion of adults in contact with secondary mental health services in settled accommodation - <b>ASCOF 1H (Social Care Only)</b>	↑	79.0%	77.2%	80.0%	80.0%	★
Proportion of adults in contact with secondary mental health services in employment - <b>ASCOF 1F</b>	↑	17.2%	NYA	17.5%	17.5%	★
Proportion of adults in contact with secondary mental health services in employment - <b>ASCOF 1F (Social Care Only)</b>	↑	21.2%	16.5%	22.0%	22.0%	★
Overall satisfaction of people who use services with their care and support - <b>ASCOF 3A</b>	↑	62.6%	NYA	NYA	64.0%	-
Proportion of people who use services who say that those services have made them feel safe and secure - <b>ASCOF 4B</b>	↑	77.4%	NYA	NYA	78.0%	-

### Key

★	Target has been achieved or exceeded
●	Performance is behind target but within acceptable limits (10%)
▲	Performance is significantly behind target and is below acceptable predefined minimum