

**AGENDA MANAGEMENT SHEET**

**Name of Committee** North Warwickshire Area Committee

**Date of Committee** 16 November 2005

**Report Title** **Adult Social Care Performance Report – Help to Live at Home and Associated Indicators**

**Summary** This report shows performance for North Warwickshire Area in relation to key performance areas for adult social care. Trend information and comparative performance is included on a variety of Department of Health indicators focussing in particular on older people helped to live at home. Action aimed at improving performance is discussed.

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**Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]**

No

**Background papers**

**CONSULTATION ALREADY UNDERTAKEN:-**

Details to be specified

Other Committees

Local Member(s)

Other Elected Members

Cabinet Member

Chief Executive

Legal  Victoria Gould, Legal Services

- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

***FINAL DECISION Yes***

***SUGGESTED NEXT STEPS:***

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**North Warwickshire Area Committee**

**16 November 2005**

**Adult Social Care Performance Report – Help to Live  
at Home and Associated Indicators**

**Recommendation**

The North Warwickshire Area Committee is asked to:

- a) Consider Social Services (Adult) performance to August 2005 in respect of Older People Helped to Live at Home and associated indicators.
- b) Endorse any proposed remedial actions.
- c) Request any additional information required.

**1. Introduction**

- 1.1 This report considers performance in the financial year to date for certain Adult Social Care Services. This information has been produced as part of the County Councils' performance management system. It shows performance a range of indicators including older people helped tom live at home.
- 1.2 The report provides an overview of achievements and also identifies performance areas that are in need of priority attention for the coming year.

**2. Indicators of Performance**

- 2.1 The Department of Health requires that Social Care be monitored using a set of high level performance indicators know as Performance assessment Framework (PAF) indicators. For adult social care services there are currently 25 such indicators.
- 2.2 The Committee requested a report in relation to a particular indicator in relation to older people helped to live at home. For completeness this report will include information on a selection of other indicators including Adults 18-64 with physical disabilities and adults 18-64 with learning disabilities helped to live at home. Intensive home care and

admissions of supported residents aged 65 and over are also reported as are waiting times for care packages.

### 3. Older People Helped to Live at Home (PAF indicator C32)

3.1 The definition prescribed by the Department of Health is the number of older people helped to live at home per 1000 population and is based on a snapshot at 31<sup>st</sup> March each year. Only service users in receipt of certain services can be counted in this indicator as follows:

- home help/care
- day care
- meals
- planned short term breaks
- direct payments
- professional support<sup>1</sup>
- transport
- equipment and adaptations
- "other" community services

3.2 Professional support is not well defined nationally but in Warwickshire we have decided that anyone who has an allocated social worker is receiving professional support e.g. advice, counselling over and above care management.

3.3 In the main equipment only counts if it is actually issued on 31<sup>st</sup> March (or the nearest working day if 31<sup>st</sup> March falls on a weekend) unless it is deemed that there is ongoing financial commitment. For example, a lift or hoist which has a contract for servicing counts as having an ongoing financial commitment. A stair rail would not have an ongoing commitment and would not be counted in RAP and hence PAF unless it was delivered on 31<sup>st</sup> March!

3.4 Exclusions

3.4.1 Included in the return should be those clients who are receiving services **following an assessment**, not clients who receive solely information/advice, a basic service, or are simply added to a register.

3.4.2 The Department of Health Guidance states that "basic services" to be excluded from the figures. These are services where:

"there is an initial but no ongoing financial or other resource commitment on the part of the CSSR"<sup>2</sup>.

These basic services include: -

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<sup>1</sup> The definition of "Professional Support" is to be reviewed by Department of Health .

<sup>2</sup> CSSR= Council with Social Services Responsibility

Blue Badges  
 Bus passes  
 Keys for public disabled toilets  
 Disability registration  
 Small items of equipment e.g. ferrules, walking sticks or bath rails issued without assessment.  
 Information and advice (including welfare benefits advice)

### 3.4.3 Additional Exclusions

- People who pay for the full direct cost of their services and for their management.
- People funded through the Supporting People initiative except those who have received a community care assessment *and* the relevant expenditure from the Supporting People Grant is being classified as social services rather than housing expenditure.
- Supported housing services provided by the housing department or other agencies.
- Permanent residents in care homes who also receive community services.
- Carers services received by the carer in their own right in the role of carer. (Carers may also be service users in which case their packages would be included).
- Drop in funded through grants unless the clients are considered to be "social services clients" and have received an assessment leading to a package of care and a care plan (either by CSSR or the agency).

3.4.4 Guidance restated by the Department of Health in 2004/05 reminded local authorities that only care managed cases i.e., where there has been a community care assessment and a care plan can count towards this indicator.

3.4.5 The higher the figure on this indicator the better the performance.

*The following table summarises comparative performance and figures to August 2005*

Districts					
	North Warks rate per 1,000 65+	Warwick District rate per 1,000 65+	Rugby District rate per 1,000 65+	Nun & Bed rate per 1,000 65+	Stratford District rate per 1,000 65+
May 05	46.1	58.5	52.1	60.0	42.6
June 05	46.2	58.1	49.0	61.7	45.6
July 05	46.0	58.3	50.1	61.6	45.0
August 05	44.9	60.7	50.1	62.5	44.9

3.4.6 The table shows that North Warwickshire has a fairly flat trend in supporting older people to live at home and has the lowest rate per 1000 apart from Stratford. However, it is important to note the following factors: -

- These figures only reflect those whom adult services are supporting directly and who have Critical or Substantial needs in relation to our Fair Access to Care Services criteria.
- Many more older people with moderate or low needs are helped to live at home through monies allocated to community and voluntary sector groups but who do not need care management and so therefore cannot be included in the official figures.<sup>3</sup>
- Members have been asked to consider the cost of lowering the threshold of eligibility to enable us to help more older people to live at home.
- The establishment of the Integrated Community Equipment Service improved service delivery. However, there are teething problems with information systems with the result that some items of equipment incurring ongoing maintenance costs are not currently being counted in the helped to live at home indicators. We are working to rectify this situation.

#### 4. Adults with Physical Disabilities Helped to Live at Home PAF C29

4.1 The definition for this indicator is as above for older people but based on rate per 1000 adults aged 18-64.

The table shows a slightly increasing trend for North Warwickshire, which is serving the highest rate per 1000 adult population apart from Nuneaton and Bedworth.

DISTRICTS						
	North Warks rate per 1,000 18-64	Nun & Bed rate per 1,000 18-64	Rugby rate per 1,000 18-64		Warwick rate per 1,000 18-64	Stratford rate per 1,000 18-64
May 05	2.4	3.0	2.0		2.0	1.6
June 05	2.3	3.1	2.1		2.0	1.7
July 05	2.4	3.2	2.0		2.0	1.6
August 05	2.5	3.1	2.0		2.0	1.6

<sup>3</sup> Warwickshire is participating in the piloting of a new Department of Health return which will capture data on non care managed services.

## 5. Adults with Learning Disabilities Helped to Live at Home

5.1 This indicator is defined as above but for adults with learning disabilities

DISTRICTS					
	North Warks rate per 1,000 18-64	Nun & Bed rate per 1,000 18-64	Rugby rate per 1,000 18-64	Warwick rate per 1,000 18-64	Stratford rate per 1,000 18-64
May 05	2.0	2.3	2.1	1.7	1.9
June 05	2.0	2.2	2.2	1.8	1.9
July 05	2.0	2.2	2.2	1.8	1.8
August 05	2.1	2.2	2.2	1.7	1.8

5.2 Performance for North Warwickshire remains stable at around 2 per 1000 population aged 18 to 64 and is ranked 3<sup>rd</sup> after Nuneaton and Bedworth and Rugby.

## 6. Intensive Home Care

6.1 This is defined as households in receipt of more than 10 hours **and** 6 or more visits in the week on a snapshot week in September each year and the indicator is based on a rate per 1000 people aged 65 or over.

A higher figure on this indicator demonstrates better performance.

The table below shows rate per 1000 population of households receiving intensive home care per 1000 population aged 65+

North Warwickshire		Other Districts			
	North Warks OPCC rate per 1000 population	Nun & Bed OPCC rate per 1000 population 65+	Rugby OPCC rate per 1000 population 65+	Warwick OPCC rate per 1000 population 65+	Stratford OPCC rate per 1000 population 65+
May 05	4.02	5.38	6.62	4.12	4.5
June 05	4.23	5.27	6.55	4.55	4.8
July 05	3.92	5.44	6.55	4.93	4.3
August 05	3.81	5.11	6.48	4.88	4.6

6.2 North Warwickshire has the lowest rate of intensive home care of any district.

## 7. Admission of Supported Residents aged 65 and over

7.1 This indicator is based on the number of admissions to care homes of older people who are in some way supported by the authority. The indicator is expressed as a rate per 10,000 of the population aged 65 or over.

A lower figure is better on this indicator.

	North Warks District Raw Figures	North Warks rate per 10,000 65+	Nun & Bed rate per 10,000 65+	Rugby rate per 10,000 65+	Warwick rate per 10,000 65+	Stratford rate per 10,000 65+
February 05	6	1.5	1.1	0.7	1.1	0.7
March 05	7	1.8	1.3	0.7	1.1	0.7

7.2 As there is delay in data entry the data in this table relates to earlier months. It shows that very few admissions are made to care homes but that North Warwickshire's rate appears to exceed that for all other districts.

## 8. Waiting Times for Assessment

8.1 The Department of Health Performance Indicator for adult assessment is comprised of 2 parts

- i. Percentage of cases where average time from contact to start of assessment is less than 2 days and:
- ii. Percentage of cases where time from completion of assessment to provision of all services in the care package is less than 4 weeks

The indicator is then the average of these 2 figures. For the first part of the indicator, since the establishment of the Customer Service Centre performance for all districts is close to 100%

8.2 The table below shows the monthly performance figures by District for the second part of the indicator relating to completion of assessments within 4 weeks.

North Warwickshire			Other Districts				
	North Warks OPCC Assessments Completed within 4 Weeks	North Warks OPCC All Assessments Completed	North Warks OPCC Percentage of Assessments Completed within 4 weeks	Nun & Bed OPCC Percentage of Assessments Completed within 4 weeks	Rugby OPCC Percentage of Assessments Completed within 4 weeks	Warwick OPCC Percentage of Assessments Completed within 4 weeks	Stratford OPCC Percentage of Assessments Completed within 4 weeks
May 05	23	35	65.7%	70.9%	47.9%	85.2%	56.4%
June 05	26	30	86.7%	72.1%	58.1%	80.8%	42.3%
July 05	30	37	81.1%	81.4%	69.6%	83.7%	46.6%
August 05	15	26	57.7%	82.6%	46.5%	84.0%	47.0%

8.3 The data shows that North Warwickshire achieved the best performance of any district in June with 86.7% of assessments completed within the prescribed timescale, but performance in August appears to have reduced to a low level (57.7%).

## 9. Waiting Times for Service Packages

9.1 This indicator is one of a series of measures announced by the Secretary of State in July 2002 and measures percentage of cases where the time from completion of assessment to all services in the care package being in place is within 28 days. The indicator applies to new cases and only those aged 65 or over.

North Warwickshire			Districts Other				
	North Warks District Packages Delivered within 4 Weeks	North Warks All Packages Delivered	North Warks Percentage of Packages Delivered within 4 weeks	Nun & Bed Percentage of Packages Delivered within 4 weeks	Rugby Percentage of Packages Delivered within 4 weeks	Warwick Percentage of Packages Delivered within 4 weeks	Stratford Percentage of Packages Delivered within 4 weeks
May 05	21	29	72.4%	84.03%	83.3%	84.0%	69.2%
June 05	22	37	59.5%	86.79%	82.5%	83.1%	70.6%
July 05	31	53	58.5%	87.37%	76.5%	82.6%	78.4%
August 05	37	54	69%	87.70%	72.8%	80.0%	79.8%

9.2 The percentage of services delivered within 4 weeks appears to vary quite considerable over time and performance between districts also shows some differences. So far this year North Warwickshire has shown a variable performance with a decline from a high level of 72.4% in May to a low of 58.5% in July but a recovery to 69% in June.

9.3 Apart from May's figure which exceeded that of Stratford, North Warwickshire's performance appears to be worse than other districts.

## 10. Summary and Discussion

10.1 North Warwickshire's performance as judged this set of indicators is somewhat mixed. Older people helped to live at home figures expressed as a rate per 1000 exceed those of Stratford but are lower than the remaining 3 districts. However, it should be noted that these figures do not include the range of support facilitated by the Council through agreements with voluntary sector organisations. Social Services expenditure on voluntary sector stands at around £18m.

10.2 Moreover, there are likely to be differences based on many factors, for example:

- Relative affluence/deprivation and levels of illness in the population.
- Propensity of people to seek help.
- Willingness of individuals to accept help offered.
- Interpretation of FACS criteria.
- Availability of other services e.g. strong community and voluntary sector.
- Availability of "informal" care i.e. unpaid Carers e.g. family, friends or neighbours and a strong sense of community.

### 10.3 Health

Information from the 2001 Census showed that following information in relation to people with self-reported long term limiting illness.

	% People with limiting long term illness	England and Wales rank out of 376 (lowest = worst)	Regional rank out of 34 (lowest = worst)
North Warwickshire	18.3% (11350)	164	14
Nuneaton & Bedworth	19.1% (22742)	138	11
Rugby	16.1% (14088)	244	29
Stratford	15.4% (17191)	281	34
Warwick	15.4% (17191)	280	33

Source: Office for national Statistics: Census 2001

This shows that North Warwickshire is second only to Nuneaton and Bedworth in the prevalence of self reported limiting long-term illness.

### 10.4 Relative Deprivation

The Index of Multiple Deprivation (2004) shows that North Warwickshire is the second most relatively deprived area in

Warwickshire with Nuneaton and Bedworth being the most deprived and Stratford the least deprived.

#### 10.5 Unpaid care

North Warwickshire exceeds the national average in its percentage of population who say that they are provided 50 hours or more a week unpaid care. As the table below illustrates 2.3% of people in North Warwickshire stated that they provide such care compared with a national average of 2.1% and a Warwickshire average of 1.9%. North Warwickshire is ranked second only to Nuneaton and Bedworth in the provision of unpaid care.

<b>District</b>	<b>Number of unpaid carers providing 50 hours plus per week</b>	<b>Percentage of the local Population</b>
North Warwickshire	1441	2.3
Nuneaton & Bedworth	2906	2.4
Rugby	1534	1.8
Stratford	1716	1.5
Warwick	1847	1.5
Warwickshire	9444	1.9
National Average		2.1

*Source: Office for national Statistics: Census 2001*

#### 10.6 Seeking/Accepting Help

One of the key population groups who are less likely to seek social care assistance or accept the services on offer are people from Black and Minority Ethnic Groups. However, figures for North Warwickshire show that only 1.4% (839 people) was from non-white groups compared with 4.9% for Nuneaton and Bedworth 6% for Rugby, 1.3% for Stratford and 7.1% for Warwick. (2001 census). This means that it is unlikely that there would be significant numbers of people from BME groups who are not accessing social care services in the local area.

The picture that is building is of a community with balancing factors – on the one hand relatively high levels of deprivation and ill health would suggest that there should be a higher rate of social care help to live at home but this is balanced by the relatively high level of support supplied by unpaid carers.

#### 10.7 Younger adults

Performance in North Warwickshire is good in relation to younger adults with physical or learning disabilities helped to live at home. We are aware that there are competing factors at play here. On the one hand greater focus on independence may see numbers directly assisted decline in future as more people move into employment or universal services thus reducing or cutting ties with local authority services. On the other hand we have anecdotal evidence that parents/carers (particularly of people with learning disabilities) may have greater expectations of independence for themselves leading to a greater reliance on Council services as they become less willing to support their offspring themselves.

#### 10.8 Intensive home care

Performance in relation to intensive home care is low compared to all other districts. Again this may be a function of the higher level of unpaid care available.

#### 10.9 Care Home Admissions

Admission to care homes seem a little on the high side in North Warwickshire. As the rate per 10,000 population 65+ is comparatively high. However, the absolute numbers of admissions are very low and all areas of Warwickshire are rated as "very good" by the Department of Health in relation to this indicator.

#### 10.10 Waiting Times

Delivery of services in North Warwickshire appears to be less timely than in other part of Warwickshire but assessments are, by and large being completed more swiftly. These 2 indicators are interrelated in that it is difficult to perform well on both since focus on speedier assessment (one driver for which is reducing delayed transfers from hospital) can lead to fewer resources dedicated to arranging services especially when human resources are stretched.

#### 10.11 Availability of Home Care

One issue is the availability of home care in rural areas where it can be difficult at times to allocate home care staff either from the Council's own home care provision or external providers.

#### 10.12 Delayed Transfers

North Warwickshire draws largely on the acute hospital services based at George Eliot hospital where there are very few delayed transfers of care and none attributable to social services.

## 11. Programme of Improvement

11.1 For older people services in North Warwickshire there are a number of initiatives that show promise in terms of continuous improvement in performance.

- A “performance group “ has been established which discusses all aspects of performance with the team manager for Older people Community Care Services in North Warwickshire and other key staff with support from the Adult Commissioning Unit.
- Availability of home care will be improved through the tendering of the “maintenance” service, which has already commenced with a view to new contracts being in place by April 2006. A new specialist dementia home care service is already in place. The Council’s own home care provision is also undergoing modernisation and refocusing primarily, though not exclusively on specialist home care i.e. Hospital discharge, social reablement and fast response services.
- The Department has embraced the revised prescriptive sickness absence management policy, which will be supported by an extensive package of training including a mandatory module to be completed by December 2005. This should improve availability of staff including care management staff.
- A recent workshop with senior social workers and occupational therapists acted as a refresher and launched an enhanced risk assessment tool to further improve consistency of judgments in relation to FACS eligibility criteria.
- Planning for the Mancetter Land development continues. This development is being progressed in partnership with a number of agencies including health and the borough council. It will include good quality residential, EMI and nursing care but also assist with helping people to live at home through the inclusion of extra care housing and other facilities.
- Adult services are committed to developing better services in partnership with other stakeholders. A further example is discussion around the joint Social Services/ North Warwickshire Borough Council appointment of an occupational therapist.

## **12. Conclusions**

At first sight North Warwickshire appears to be relatively less well served in terms of adult Social care when judged by some of the indicators. However the reality is more complex due to a variety of factors including the relatively high level of informal support available. Work is in train to improve performance with the establishment of a “performance group” with support from the Adult Commissioning unit and a series of modernisation initiatives are in place.

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