

Adult Social Care Performance Update

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1. Summary

- 1.1. This report and the accompanying appendices provide a summary of the current performance of Adult Social Care in Somerset. The report also provides benchmarking data to show how Somerset's performance compares to other Councils in Somerset's 'family group'.
- 1.2. This report focuses in particular on the measures included in the Adult Social Care Outcomes Framework (ASCOF).

2. Issues for consideration / Recommendations

- 2.1. Appendix A provides a series of charts showing detailed comparative information for Somerset against a selection of measures along with a commentary which highlights the direction of travel.
- 2.2. Appendix B provides a detailed analysis of the Safeguarding Adults Collection (SAC) return for 2015/16 along with a comparison to our Family Group. The data in Appendix B was prepared for, and has already been presented to, the Somerset Safeguarding Adults Board.
- 2.3. The Committee are asked to consider and comment on the current performance of Adult Social Care in Somerset.

3. Background

- 3.1. ASCOF is now in its fourth year and measures both national and local (Council level) performance against the ambition to help the most vulnerable people in our society lead better and more comfortable lives.

- 3.2.** ASCOF is split into four domains as follows:
- Ensuring quality of life for people with care and support needs,
 - Delaying and reducing the need for care and support,
 - Ensuring that people have a positive experience of care and support,
 - Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

There are a series of outcome measures within each of these domains that pull information from a variety of sources including; local data returns (Safeguarding Adults Collection [SAC], Short and Long Term Care [SALT]) and the annual Adult Social Care Survey.

- 3.3.** The SAC return is a statutory return specifically concerned with statutory safeguarding enquiries. Whilst some of the ASCOF measures are informed by elements of SAC it is also possible to use SAC as a 'standalone' tool to compare performance against national and comparator group figures.

4. Analysis of results

- 4.1.** The 2015/16 ASCOF report produced by the Department of Health shows that year on year there have been improvements across almost all measures. This includes a decrease in permanent admissions to residential and nursing homes and an increase in overall satisfaction of people who use services with their care and support and social-care related quality of life. Both of these are reflected in Somerset's performance.
- 4.2.** Somerset's performance against the two measures concerned with clients with learning disabilities (Tables C and D in Appendix A) is good. In both cases Somerset's performance at the end of 2015/16 was ahead of the national and comparator group average.
- 4.3.** However, the 2015/16 ASCOF report also highlights areas for improvement. A key measure of personalisation is the proportion of eligible users who receive a personal budget. In this measure Somerset's performance is poor and well below the national average. Table A in Appendix A shows that Somerset is an outlier on this measure.
- 4.4.** In terms of placements in residential and nursing homes, in 2015/16 Somerset placed more younger adults (aged 18-64) than both the national and comparator group average. This contrasts with the better than national average performance for older people (aged 65+) where Somerset's placement numbers were amongst the lowest in the family group.
- 4.5.** The responses to the Adult Social Care Survey in 2015/16 provide a mixed picture for Somerset. ASCOF 1A 'Social Care related quality of life' shows Somerset in line with the national average. However, ASCOF 3A 'Overall satisfaction of people who use services with their care and support' puts Somerset fairly significantly below the national average.

- 4.6.** The Adult Social Care Survey response to ASCOF 3D1 'Proportion of people who use services who find it easy to find information about services' has declined significantly for Somerset from 2014/15 to 2015/16 – down from 76.8% to 70.4%. This places us below the national average of 73.5%.

5. Performance Management within Adult Social Care

- 5.1.** A detailed performance scorecard is produced on a monthly basis which includes a series of measures including; volume of telephone calls; volumes and outcomes for assessments, reviews and safeguarding; unit costs; complaints and compliments. This scorecard is shared with directors, strategic managers and service managers.
- 5.2** Implementation of the PIMS approach within Adult Social Care since September has increased the importance and focus on performance data. The service is now actively using the data to drive management decisions and actions to improve performance in key areas.