

Adult Social Care Performance Update

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Division and Local Member:

1. Summary

- 1.1. A performance report was presented at the Scrutiny for Policies, Adults and Health Committee on 1 March 2017. At this meeting it was requested that performance reports be presented on a quarterly basis in future. This is the first of these quarterly reports
- 1.2. As with the report in March, this report focuses in particular on the measures included in the Adult Social Care Outcomes Framework (ASCOF). It is anticipated that the scope of the report will expand in response to both service developments and Committee direction.
- 1.3.

This report also includes an update on the latest figures for Delayed Transfers of Care (DToc) which presents a particular challenge both locally and nationally.

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 an initial analysis of the results of the annual Adult Social Care Survey, which was completed in February this year, along with a comparison to our performance and our Family Group's performance in 2015/16. The data in Appendix B is draft pending formal sign-off by the Department of Health.

3. Background - ASCOF

- 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. It should be helpful in providing Scrutiny with a comparison of how local services compare with 'family group' and national performance.

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 Adult Social Care Survey is an annual survey sent to a random sample of service users. It is designed to help the sector understand more about how services are affecting lives. User experience information is critical for understanding the impact of services and for enabling choice and informing service development.

4. Analysis of results - ASCOF

- 4.1.** The 2015/16 ASCOF report produced by the Department of Health shows that on a national level 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.

The 2016/17 ASCOF report has not been produced yet and we are expecting to receive initial comparative ASCOF data later in the summer.

- 4.2.** Somerset's performance against the two measures concerned with clients with learning disabilities is set out in Tables C and D in Appendix A. In both cases Somerset's performance at the end of 2015/16 was ahead of the national and comparator group average. Whilst initial 2016/17 data suggests further improvements in both cases, it shows specifically on the measure relating to employment performance is far behind the service ambition.
- 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 very poor and well below the national average. Performance during 2016/17 has increased very slightly from 2015/16 but Table A in Appendix A shows that Somerset remains an outlier on this measure. The need to reframe the approach to personalisation in line with the overall strategy of 'Promoting Independence' has been recognised and is currently being developed.
- 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 unfortunately reflects previous operational and commissioning practice. 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. Initial analysis of the responses to the Adult Social Care Survey in 2016/17 provides a mixed picture for Somerset. ASCOF 1A 'Social Care related quality of life' shows Somerset in line with the national average for 2015/16. However, 2016/17 performance has deteriorated slightly.

ASCOF 3A 'Overall satisfaction of people who use services with their care and support' showed Somerset fairly significantly below the national average for 2015/16, but this has increased significantly in 2016/17 – up from 61.4% to 66%.

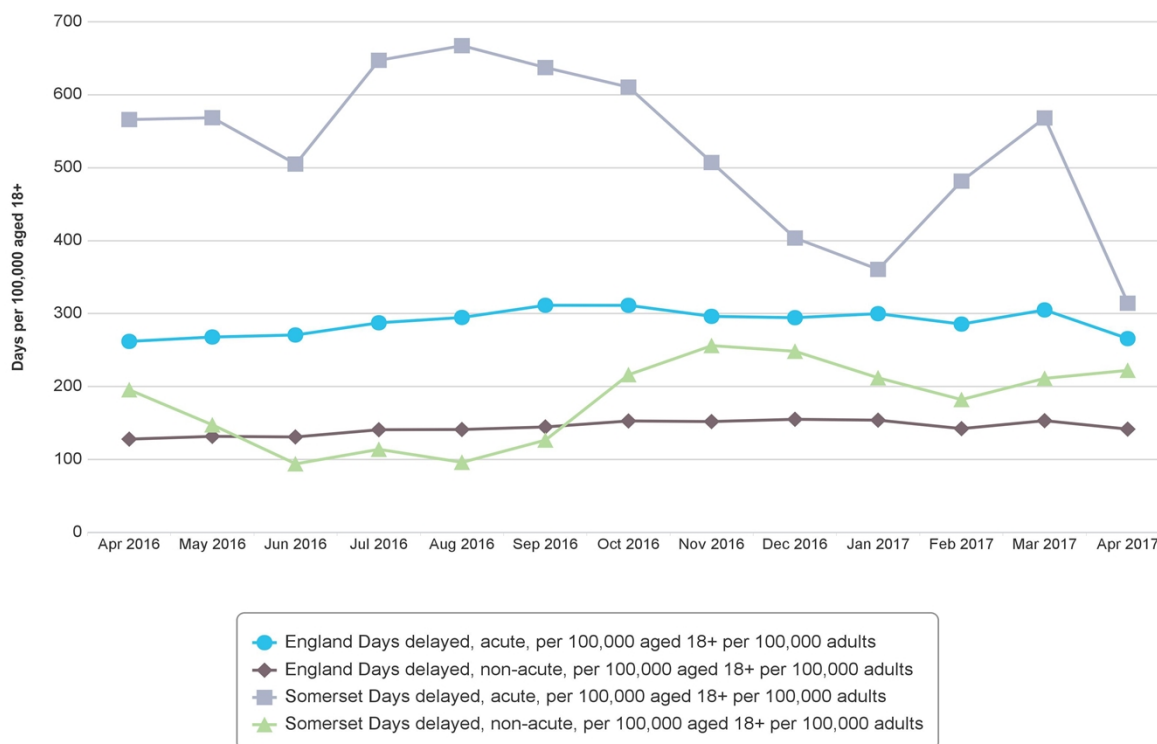
- 4.6. The Adult Social Care Survey response to ASCOF 3D1 'Proportion of people who use services who find it easy to find information about services' has declined for 2 years running for Somerset – down from 76.8% in 2014/15 to 69% in 2016/17. The national average in 2015/16 was 73.5%.

5. Delayed Transfers of Care (DToC)

- 5.1. A delayed transfer of care occurs when a patient is medically fit for discharge from acute or non-acute care and is still occupying a bed. *Definition taken from LGA 'Delayed Transfers of Care Statistics for England 2016/17' report.*

- 5.2. The chart below shows how Somerset's performance in both acute and non-acute (including community hospitals and mental health) settings compares to the England average for the period April 2016 to April 2017. It shows that despite an overall improvement trajectory in the last 12 months, Somerset's performance in this area is below the England average.

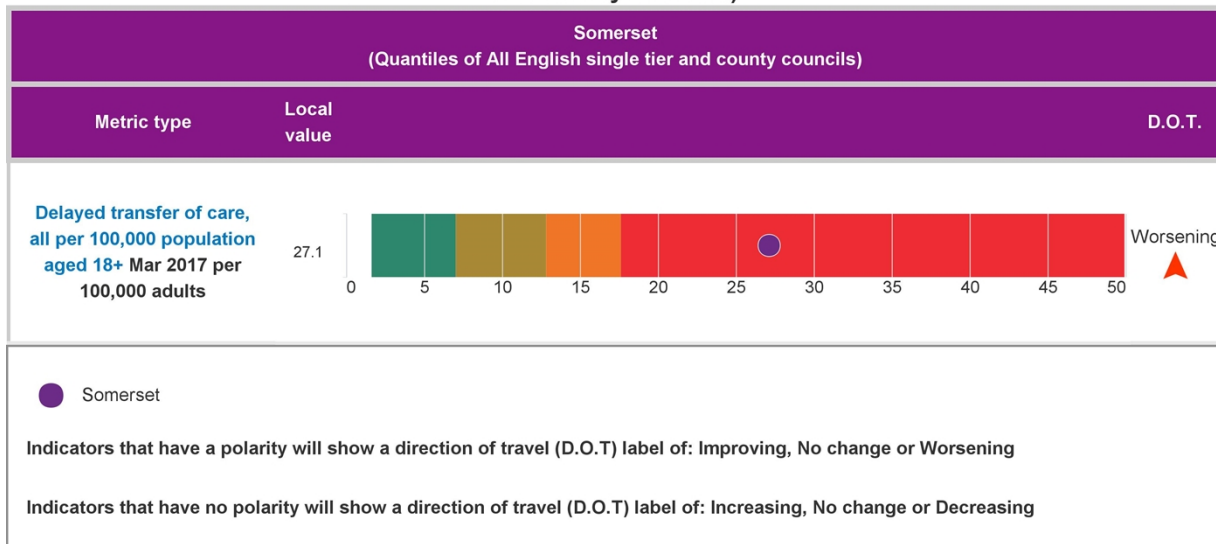
Delayed days during the month, all, per 100,000 population aged 18+ (breakdown by health care) (per 100,000 adults) (from Apr 2016 to Apr 2017) for Somerset & England



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- 5.3. The table below provides a snapshot of the number of acute and non-acute Delayed Transfers of Care for Somerset as at the end of March 2017. This includes all delays – i.e. those attributable to Health, Adult Social Care or both.

Acute and non-acute patients whose transfer of care is delayed (monthly snapshot) per 100,000 population aged 18+ (per 100,000 adults) (Mar 2017) for Somerset (Quantiles of All English single tier and county councils)



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5.4. In April 2017, Somerset was within the group of the 20 poorest performing Adult Social Care services on delays attributable to Adult Social Care. As the Committee would expect, focused work is underway to improve performance and we will provide regular updates to scrutiny.

6. Performance Management within Adult Social Care

6.1. 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.

6.2 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.

7. Action Plan

7.1 The table below formed part of the paper presented in March 2017 and summarises the key actions to be undertaken in order to improve performance in Adult Social Care. Updates are included for each action:

	WHAT IS THE ACTION?	WHO IS RESPONSIBLE?
1.	Continue to push for performance improvement through PIMS process. Focus on data, what is working, what needs improving and rapid improvement cycle to ensure actions result in positive and enduring change. Update – June 2017: at the quarterly PIMS meeting at the beginning of June it was agreed	Stephen Chandler

	that a new Somerset ASC performance framework will be produced utilising the “Six steps to managing demand...” publication from the IPC.	
2.	<p>Continue to focus on ASCOF measures and benchmarking data at regular monthly ASC management meetings.</p> <p>Update – June 2017: performance has a regular monthly agenda slot at ASC management meetings.</p>	Business Manager, Adult Social Care
3.	<p>Utilising the ASCOF benchmarking data, identify the high performing authorities for each measure and make contact with them to assimilate learning.</p> <p>Update – June 2017: see above, the focus of ASC management meetings over the last few months has been on understanding Somerset’s performance. We now need to start to link with high performing authorities during 2017/18.</p>	ASC Management Meeting
4.	<p>Complete the actions identified in the action plan for the recent ‘Data Quality’ audit completed by South West Audit Partnership.</p> <p>Update – June 2017: action plan is being worked through. However, system limitations mean that not all actions can be completed.</p>	Business Manager, Adult Social Care
5.	<p>Continue to train and then support front line staff to input data at source in AIS and ensure checks in place to maintain that integrity of data.</p> <p>Update – June 2017: phase A of this work is almost complete with the majority of front line staff receiving training to input assessments and reviews. Phase B will see training to record appropriate outcomes on triage/duty.</p>	Business Manager, Adult Social Care
6.	<p>Adult Social Care Systems Review to increase efficiency, effectiveness and quality of data.</p> <p>Update – June 2017: Systems Review continues and is also now linking with innovation work in Taunton. Performance modelling is now underway.</p>	TAP Programme – currently being piloted in Sedgemoor & West Somerset (SAWS)
7.	<p>Following the completion of the 2016/17 Adult Social Care survey, produce an action plan to ensure the results are properly understood and that improvement actions are put in place.</p> <p>Update – June 2017: although results of the survey are available in draft we will wait until final results are confirmed before formulating this action plan.</p>	Stephen Chandler