

Adult Social Care Performance Update

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1. Summary

- 1.1. This is the second quarterly performance update report produced for Scrutiny Committee.
- 1.2. The purpose of the report is to provide an update on Somerset's performance in Adult Social in comparison to national and comparator benchmarks. As with the previous report in June, this report focuses on the measures included in the Adult Social Care Outcomes Framework (ASCOF) and Delayed Transfers of Care (DToC).
- 1.3. This report also includes an update on the Promoting Independence Strategy currently being produced within Adult Social Care.

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 Section 5 of this report provides a brief summary of the current position on Delayed Transfers of Care (DToC) and Appendix B provides a series of detailed charts showing how Somerset's performance on DToC compares both nationally and across the South West region.

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.
- 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 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.

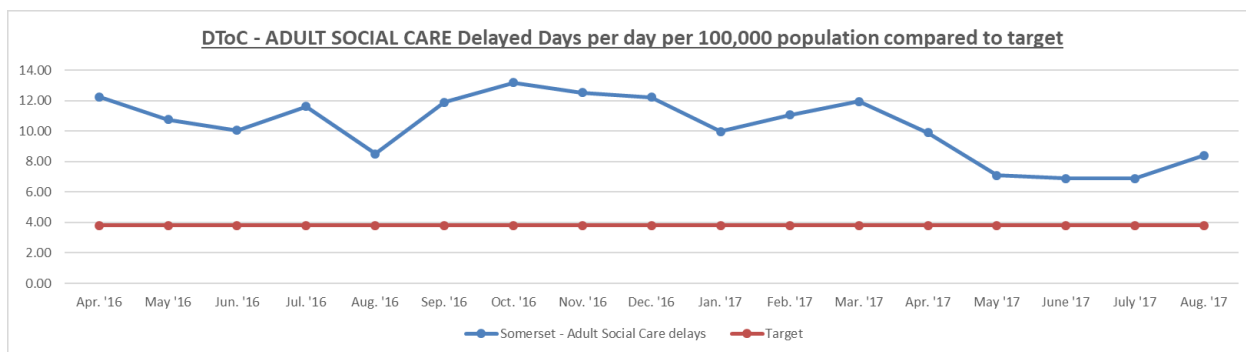
The 2016/17 ASCOF report has not been produced yet and we are expecting to receive comparative ASCOF data imminently at which point we will produce a detailed analysis.

- 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. In both cases 2016/17 data showed further improvements.
- 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. Performance during 2016/17 increased slightly from 2015/16 and 2017/18 to date shows a further improvement but Table A in Appendix A shows that Somerset remains 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. The projected outturn for 2017/18 suggests performance will be in line with 2016/17. Somerset's performance was better than the national average for older people (aged 65+) where our placement numbers were amongst the lowest in the family group. However, the projected outturn for 2017/18 (based on placements made between April and September) shows a marked increase in placement numbers.

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 Somerset's performance against the DToC target for delays attributable to Adult Social Care. The target is stated as a number of delayed days per calendar day per 100,000 population. For Somerset the target is 3.8 and this is meant to be achieved by November 2017. Somerset's performance at the end of August was 8.42.

5.3



Appendix B provides some further analysis and benchmarking data as well as a summary of 'what good looks like' in terms of hospital flow.

6. Promoting Independence Strategy

6.1. A new strategy has been drafted setting out the 6 key areas of work Adult Social Services are concentrating their efforts on in order to achieve improved outcomes for those people we support to better promote independence, manage demand and understand the impact of our interventions.

6.2 The strategy concentrates on the following objectives, each of which are underpinned by key performance metrics:

1. Early help and prevention
2. Customer Focus through the front door of the Council and from acute hospitals
3. Effective short-term interventions for people from the community
4. Designing the care system for people with long-term care and support needs
5. Developing a workforce that promotes independence and community-led solutions
6. Governance and management arrangements to sustain improvements.

6.3 In practice, this strategy is about:

- Maximising independence to support people to remain in their homes and communities, without formal social care support wherever possible
- A changed relationship with the public where we manage expectations and are realistic about what we can do and what we expect from individuals, families and communities
- Working differently with partners to support people to get the right level and type of support at the right time
- Asking staff to think and practice in new and different ways
- Ensuring we have the right enablers in place to achieve our ambitions.

6.4

The Strategy will be finalised shortly, at which point it will be communicated widely with relevant stakeholders, including elected members and via Scrutiny. Future performance updates and reports from Adult Services are anticipated to be structured in a way that aligns to the Strategy and captures progress against performance measures.

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.	<p>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.</p> <p>Update – June 2017: at the quarterly PIMS meeting at the beginning of June it was agreed that a new performance framework will be produced utilising the “Six steps to managing demand...” publication from the IPC.</p> <p>Update – November 2017: see section 6 above re Promoting Independence Strategy.</p>	Stephen Chandler
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> <p>Update – November 2017: performance continues to be a regular monthly agenda item 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 will now need to start to link with high performing authorities during 2017/18.</p> <p>Update – November 2017: we are awaiting the publication of the ASCOF report for 2016/17. This is normally published in early October but we are awaiting confirmation of the release date from the Department of Health.</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>	Business Manager, Adult Social Care

	<p>Update – June 2017: action plan is being worked through. However, system limitations mean that not all actions can be completed.</p> <p>Update – November 2017: an update was provided to Audit Committee in September explaining that system limitations meant not all actions were achievable but also explaining that a process for procuring a new Adult Social Care system was starting.</p>	
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> <p>Update – November 2017: new triage arrangements are now live in all 4 areas with operational staff recording contact outcomes.</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> <p>Update – November 2017: the Systems Review has now developed a model with 7 key metrics. Work continues to test this model.</p>	TAP Programme – currently being piloted in Taunton and 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> <p>Update – November 2017: finalised results for the 2016/17 Adult Social Care Survey have only just been released and we are currently analysing, after which an action plan will be produced.</p>	Stephen Chandler