

Somerset County Council
Scrutiny for Policies, Adults and Health
Committee
– 5 June 2019

Adult Social Care Performance Update

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Cabinet Member: David Huxtable, Cabinet Member for Adult Social Care

Division and Local Member: All

1. Summary

- 1.1. This report follows on from the report provided to Scrutiny Committee on 13 March and highlights some of the key performance measures relating to Adult Social Care. The accompanying appendix provides further detail in relation to some of those indicators monitored closely by the service which help to evidence the improvements and areas for further development identified within the main report.

The report also provides some early analysis of the results of the annual Adult Social Care Survey, completed in early 2019.

2. Issues for Consideration/Recommendations

- 2.1. For members of the Scrutiny Committee to note and comment on the updates in relation to Adults and Health performance trends captured within the report and the actions being taken to continue to improve the service.

3. Key Achievements

- 3.1. **Managing Demand** - Our continued focus on managing demand, improving outcomes and investing in strengths-based conversations with those seeking assistance via Somerset Direct (our call centre) has enabled the Adults team to routinely meet and maintain our target 60% resolution at first point of contact since July 2018 (*Appendix 1.1 refers*). Performance has been 60% or more for the last 5 months consecutively.

The number of overdue assessments has reduced to 76 at April 2019. This compares to 942 at the same point last year (*Appendix 1.2 refers*). Similarly, the number of overdue reviews has also reduced by more than 50% and stood at 1,704 at the end of April 2019. This compares to 3,693 in April 2018 (*Appendix 1.3 refers*). The majority of these reviews relate to one locality that have had significant recruitment and retention issues. There is a robust plan in place to rectify this.

- 3.2. **Delayed Transfers of Care** - An increased understanding of themes and scrutiny of long-stay patients with a more robust oversight of data and multi-disciplinary decision making has seen the DToC performance of the Somerset system significantly improve over the last 6 months. At the end of November 2018 we achieved a DToC result of 2.31% against a target of 2.50% and this

performance has been sustained, coming in under target for the last 6 months consecutively and reporting a new 'best' figure of 1.88% in January 2019.

The proportion of delays attributable to Adult Social Care has decreased for four consecutive months. The figure for March 2019 was 29% - compared to 44% in December 2018. The national average for March 2019 was 28.9%. This is the lowest this figure has been since we've been recording in this way.

- 3.3. **Care provider quality** - The quality of local regulated care provision in Somerset has seen steady and continuous improvement over recent years, evidenced by the growing proportion of providers judged by the Care Quality Commission (CQC) to be 'Good' or 'Outstanding'. In November 2016, 83% of providers were 'Good' or better. This figure rose to 87% in November 2017, and latest statistics for April 2019 reveal that Somerset had over 92% of providers achieving a 'Good' or better rating, with no inadequate provision. (*Appendix 1.6 refers*), comparing to a national average of 83.5%.
- 3.4. **Practice Quality Conversations** - Our Practice Quality auditing tool was designed as a means of monitoring and evidencing the quality of practice in promoting independence and strengths-based approaches. It is intended to engage frontline staff in constructive, reflective conversations alongside senior managers. Launching in April 2018, it has proved to be an effective way to share learning and improve the visibility of managers with staff across the county. We are seeing a growing number of monthly audits achieve a 'high assurance' rating overall (*Appendix 1.7 refer*) and continue to have positive feedback from both staff and service users in relation to the process itself and the service received.

There is an on-going need to enhance practice outcomes; there remain a high proportion of care at home reviews (65% of reviews completed in April 2019) where there has been no change in provision following the review. Of the remaining care at home reviews 17% showed an increase and 16% saw a decrease (outcomes have not yet been recorded for the remaining 2%). This is an important measure as it enables us to understand and monitor the impact of our promoting independence strategy, supporting individuals to be as independent as they want and to achieve the outcomes they want with the right support at the right time. This is an area that we will be closely tracking via our Review Board.

- 3.5. **Permanent Placements into Residential and Nursing Care** – an important part of Somerset's Promoting Independence Strategy is to reduce the reliance on permanent placements into Residential and Nursing care. Some of the reasons for this are as follows:
- Placing people into permanent care often reduces their independence,
 - It limits peoples' choices and control. They have less control over who comes into their home and lack privacy,
 - It restricts a person's liberty,
 - We want to enable Somerset residents to live their best life,
 - It often does not provide best value for the Council or residents.

Appendix 1.8 highlights the year on year reduction of placements of people aged 65 and over. The Better Care Fund target is 520 placements per 100,000 population. For 2018/19 Somerset are reporting 512.2 placements.

- 3.6. **Self-Directed Support** – this measure looks at the number of eligible service users that have been offered either a personal budget or a direct payment. Changes to the way that assessments are recorded that were introduced in August 2018 have seen a significant improvement in performance. Our performance exceeded 90% for the first time in March 2019 (*Appendix 1.9 refers*).
- 3.7. **Adult Social Care Survey** – each year Adult Social Care are required to send a survey to a selection of randomly selected service users. We sent out 1,315 surveys and received a 40% response rate, which is sufficient to fulfil the statistical validity requirements of NHS Digital. Although the results are still draft at present, they reveal some positive changes compared to 2018/19. Of the 8 measures derived from the survey, Somerset has improved against 6 of them. These include;
- the proportion of people who use services who feel safe;
 - the proportion of people who use services who find it easy to find information about services;
 - the proportion of people who use services who reported that they had as much social contact as they would like.

The measures where Somerset's performance has declined are:

- Adjusted Social Care related quality of life – this is a composite measure based on a series of questions in the survey. Responses are weighted to take account of the different degrees of importance that people place on the questions,
- Overall satisfaction of people who use services with their care and support.

Once the final results are published by NHS Digital a full report will be produced which will include benchmarking with other authorities. This detailed report will be presented to Scrutiny Committee once published.

4.0 **Performance priorities for the year ahead**

We want all Somerset residents to be able to have equal access to mainstream support within their local community, and tailored assistance to support where they require it. As such, a key transformational priority for the service over the coming year will be to focus further attention on the experience of and outcomes achieved by individuals with Learning Disabilities and/or Mental Health social care needs.

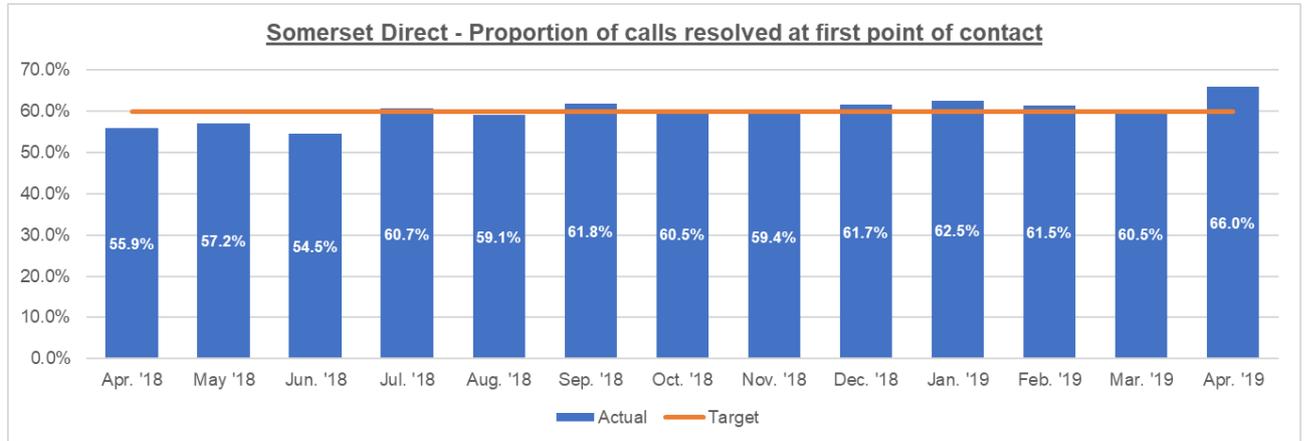
As part of the corporate service planning process we have reviewed all of the reported performance measures and have agreed stretch targets to ensure

that we are seeking continual improvement. We also routinely benchmark Somerset's performance against both our regional neighbours and the local authorities in our "family group" to ensure we are able to identify and learn from best practice in other areas.

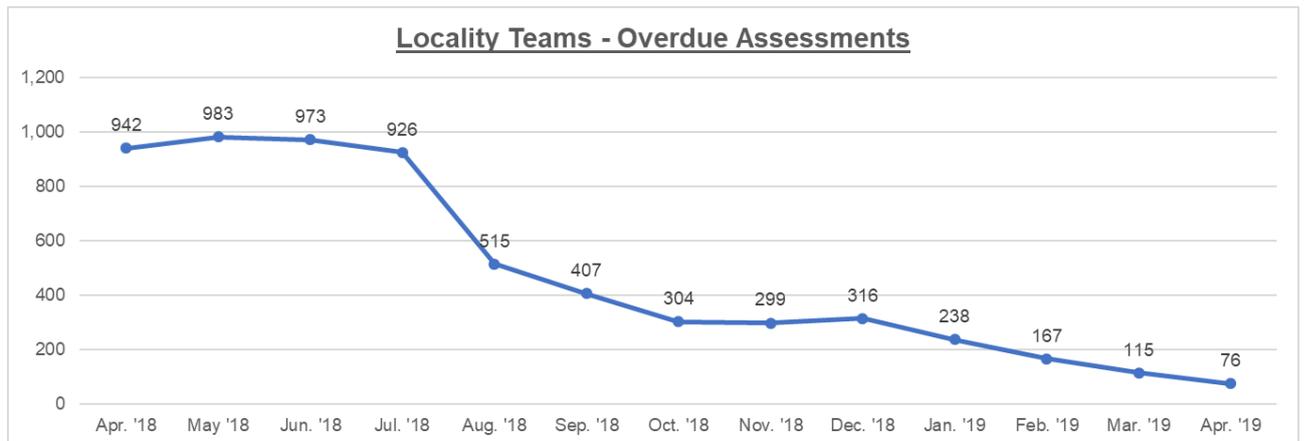
National Adult Social Care Outcomes Framework (ASCOF) benchmarking data for 2018/19 will be published in September 2019.

Appendix – ASC Performance Trends

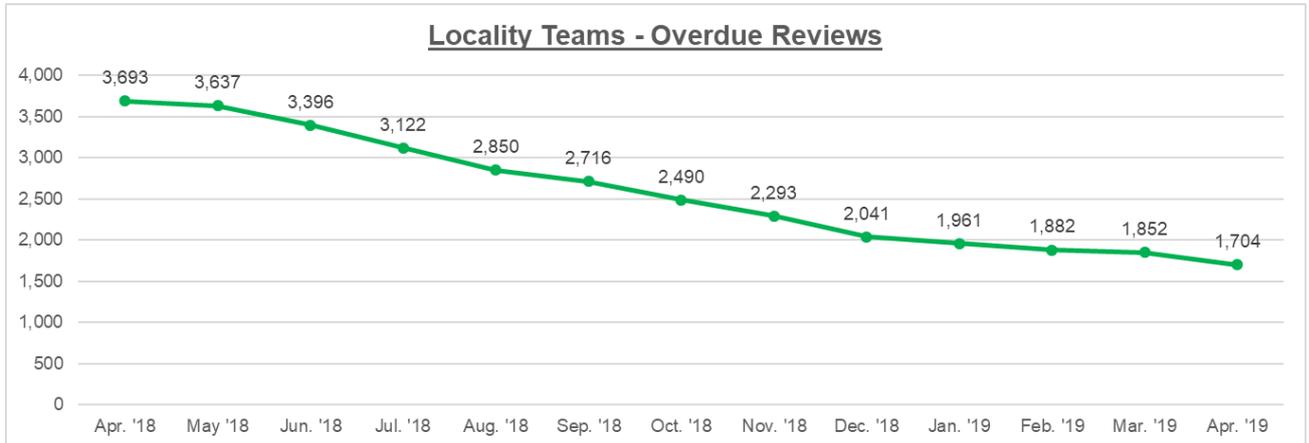
1.1 Somerset Direct – proportion of calls signposted from April 2018 to April 2019.



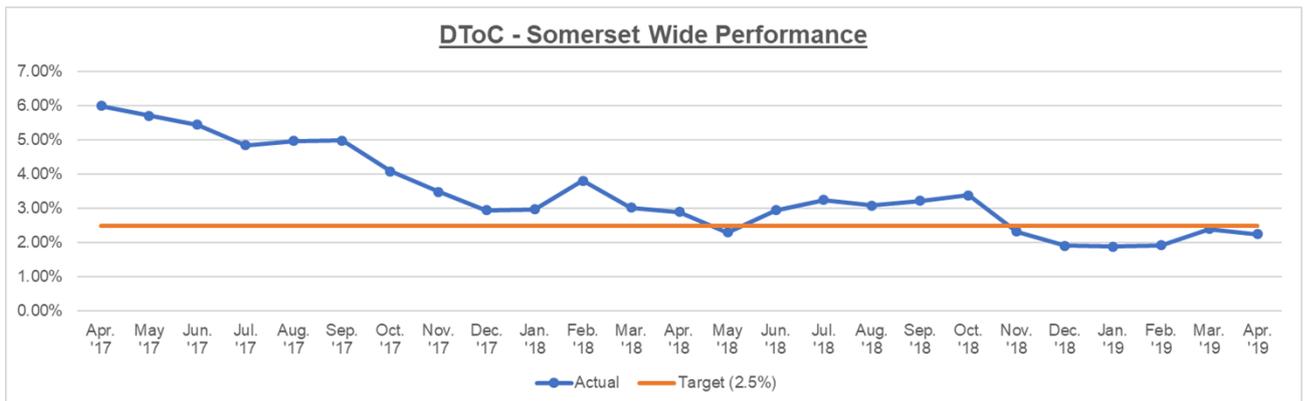
1.2 Locality Teams – reduction in overdue assessments from April 2018 to April 2019.



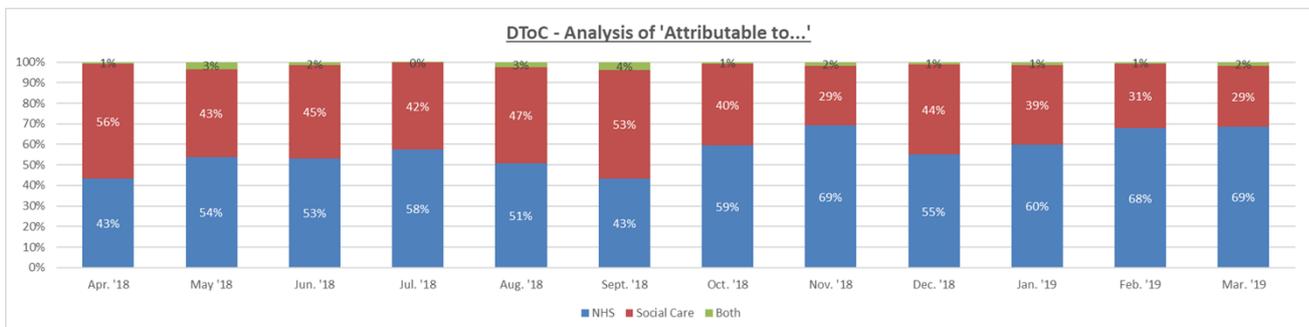
1.3 Locality Teams – reduction in overdue reviews from April 2018 to April 2019.



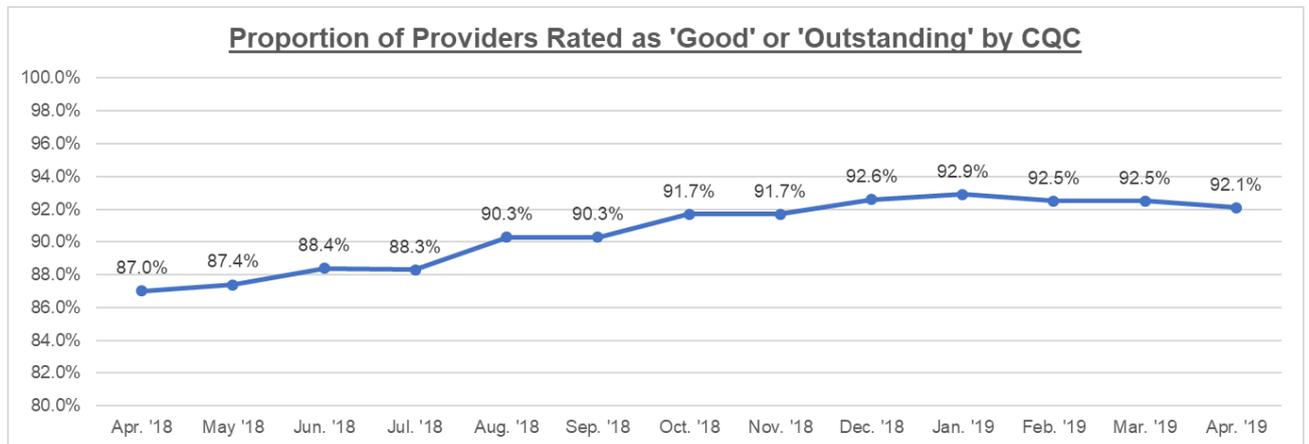
1.4 Delayed Transfers of Care (DToC) – system-wide performance from April 2017 to April 2019.



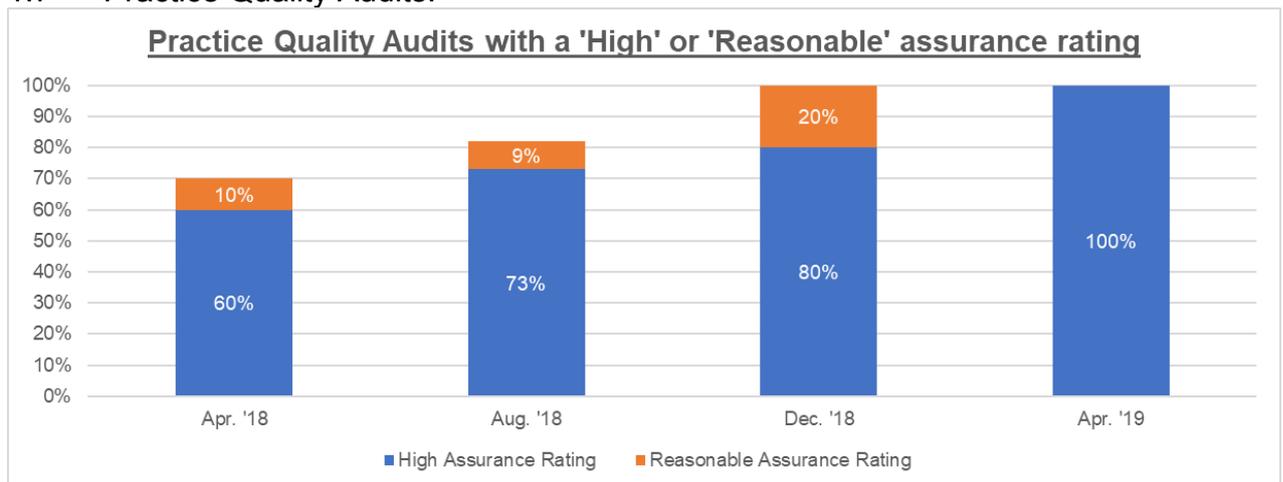
1.5 Delayed Transfers of Care (DToC) – analysis of attributable organisation from April 2018 to March 2019.



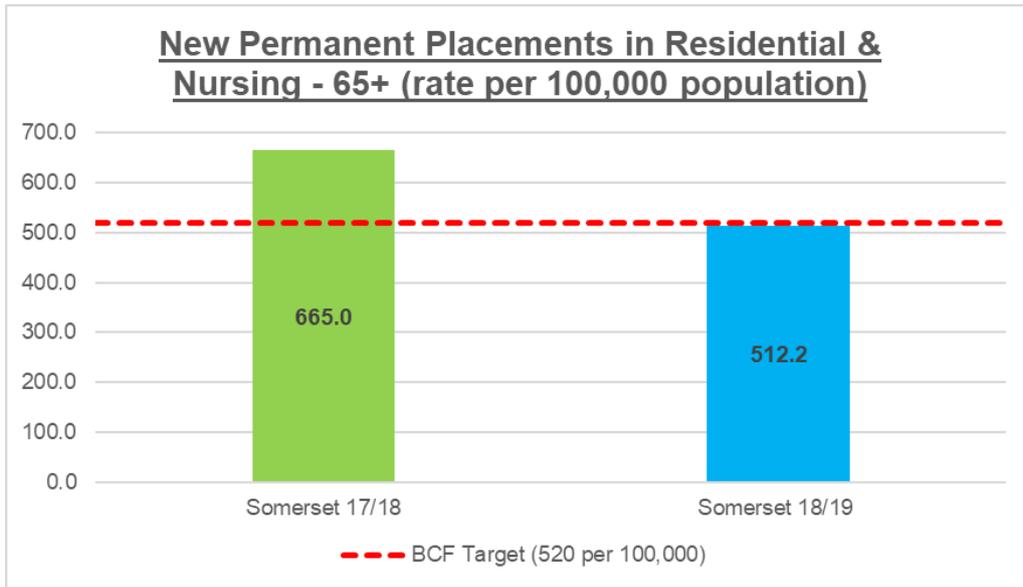
1.6 Providers with CQC rating of 'Good' or 'Outstanding' from April 2018 to April 2019.



1.7 Practice Quality Audits.



1.8 Permanent admissions to Residential and Nursing care



1.9 Self-Directed Support

