

Somerset County Council
Scrutiny for Policies, Adults and Health
Committee
– 2 October 2019

Adult Social Care Performance Update

Lead Officer: Mel Lock, Director of Adult Social Services

Author: Jon Padfield, Performance Lead, Adults & Health

Contact Details: jpadfield@somerset.gov.uk / 07731 105872

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 5 June 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.

As requested at Scrutiny Committee on 5 June this report also provides some analysis of the results of the Carers Survey which is completed in alternate years.

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 8 months consecutively. This means that, for example, in July 4,009 out of 5,904 contacts to Somerset Direct were resolved at the front door and without requiring a Care Act assessment.

The number of overdue assessments for Locality Teams has reduced to 74 at August 2019. This represents a reduction of approximately 85% compared to the same point last year. The number of overdue reviews has reduced by more than 50% and stood at 1,601 at the end of August 2019. 1,400 (87%) of people with an overdue review have received a review within the last 2 years. The majority of the overdue 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. **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 July 2019 reveal that Somerset had approximately 90% of providers achieving a 'Good' or better rating, with no inadequate provision. (*Appendix 1.4 refers*), comparing to a national average of 84.2%.
- 3.3. **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 1.5 highlights the year on year reduction of placements of people aged 65 and over. The Better Care Fund target for 2018/19 was 520 placements per 100,000 population and Somerset reported 512.2 placements.

For 2019/20 the target has been stretched to 468 placements per 100,000 population. This represents a 10% reduction compared to the target for the previous year.

Between April and July we have made 155 actual placements. Of these, 24 were 'Capital Drops'; where someone was assessed as a self-funder but their assets have now dropped below the threshold of £23,250.

If we continue at the current rate then the projected figure per 100,000 population by year end will be 450.9.

- 3.4. **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 1.6 refers*).
- 3.5. **Safeguarding** – the proportion of concluded safeguarding enquiries where the risk was reported as 'reduced' or 'removed' was 91.9% for all enquiries concluded between April and July 2019. The safeguarding service routinely audit those cases where the risk 'remains'; this is commonly due to respecting the individual's capacitated wish to continue to have contact with the alleged perpetrator of the abuse.

- 3.6. **Publication of the Adult Social Care Market Position Statement** - Our Market Position Statement (2019-2022) was published recently and sets out how we see Somerset changing, how we are ambitious in responding to that change, and what it means for our customers and for our market. It continues to promote a focus on promoting independence in recognition that people themselves are best placed to determine what help they need and what goals they wish to achieve. It outlines how we are changing our approach in responding to both opportunities and challenges, what can be expected from us and our key stakeholders, what we will want more of, less of and what different things we will want, and what we expect from our communities. The MPS can be read in full via the County Council's website and is available here: <http://online.pubhtml5.com/fuxz/kgzy/#p=6>
- 3.7. **Launch of new Quality Audit tools for Adult Social Care** – the new tool launched in early September and uses Microsoft forms to help streamline existing auditing processes and will enable the service to gather more immediately accessible data and monitor any trends across functions and teams. We will be in a better position to celebrate practice success and support any areas for development. It will also support practitioners to review and reflect on practice and determine the extent to which there is documented evidence of standards having been met through the intervention with those we support. The intention is to build upon our practice quality conversations of the past year by embedding proactive participation in routine quality checking right across our service, and across all staffing levels. This approach helps us promote and embed a learning culture that recognises excellent practice and enhances confidence in delivering it, as well as encouraging routine reflection and improvement as part of our continuing professional development.

4. Carers Survey and performance measures

- 4.1 Every two years Adult Social Care are required to send a statutory survey to a random selection of adult carers. At the end of October 2018 we sent out approximately 1,050 surveys.

The survey comprises almost thirty questions covering the following areas:

- About the person you care for,
- About your needs and experiences of support,
- The impact of caring and your quality of life,
- Information and advice quality,
- Arrangement of support and services in the last 12 months,
- About yourself, the service user

We received a total of 491 responses (167 from carers aged 18-64 and 324 from carers aged 65+). The responses to the various questions are then mapped to 5 Adult Social Care Outcomes Framework (ASCOF) measures which will enable us to benchmark nationally and regionally when the figures are published by NHS Digital.

4.2 Carers ASCOF Measures

The table below shows the 5 ASCOF measures derived from the Carers Survey along with Somerset's performance for 2016/17 and 2018/19. Comparative figures for the South West region for 2016/17 are included in red. Comparative data for 2018/19 has not yet been published.

ASCOF Measure	2016/17	2018/19
1D – Carer reported quality of life (<i>this is a composite measure based on responses to 6 questions. The maximum score is 12 and higher is better</i>)	8.2 (7.6)	7.2
1I2 – Proportion of carers who reported that they had as much social contact as they would like	45.4% (32.3%)	25.1%
3B – Overall satisfaction of carers with social services	40.4% (38.8%)	31.1%
3C – The proportion of carers who report that they have been included or consulted in discussions about the person they care for	74.3% (71.4%)	63.5%
3D2 – The proportion of carers who find it easy to find information about services	60.2% (66.5%)	53.5%

4.3 Unpaid carers play an important role in our society, making a significant contribution to improving the lives of the people they support and helping to reduce the demand on statutory health and care services. Although for many carers, caring can have positive and rewarding aspects, caring responsibilities can have an adverse impact on the physical and mental health, education and employment potential of those who care, affecting their ability to support the person they care for. Meeting the needs of unpaid carers is therefore a key priority for Adult Services in Somerset. We know we can and must do better to support this invaluable resource. We are therefore undertaking a comprehensive review of our carers offer and operational practice to make sure we are providing good, timely and personalised support to our carers.

Our recently published Market Position Statement sets out the following commissioning intentions in relation to unpaid carers:

- To enable and support unpaid carers to be resilient in their role by focusing on their health and wellbeing;
- To ensure they have good support networks and know where they can get good quality advice, information and assistance when they need it through a single point of contact (irrespective of age or need);
- To collaborate with carers to ensure solutions are tailored to recognise the expertise, knowledge and importance of the carer's role in a timely and compassionate way to prevent escalation of issues;
- To listen and value carers' views when decisions are made about the person they care for;

- To work with partners, employers and specialist organisations (including the VCSE) to ensure solutions are routed within local communities, relevant to the carer, and sustainable.

5. Performance priorities for the year ahead

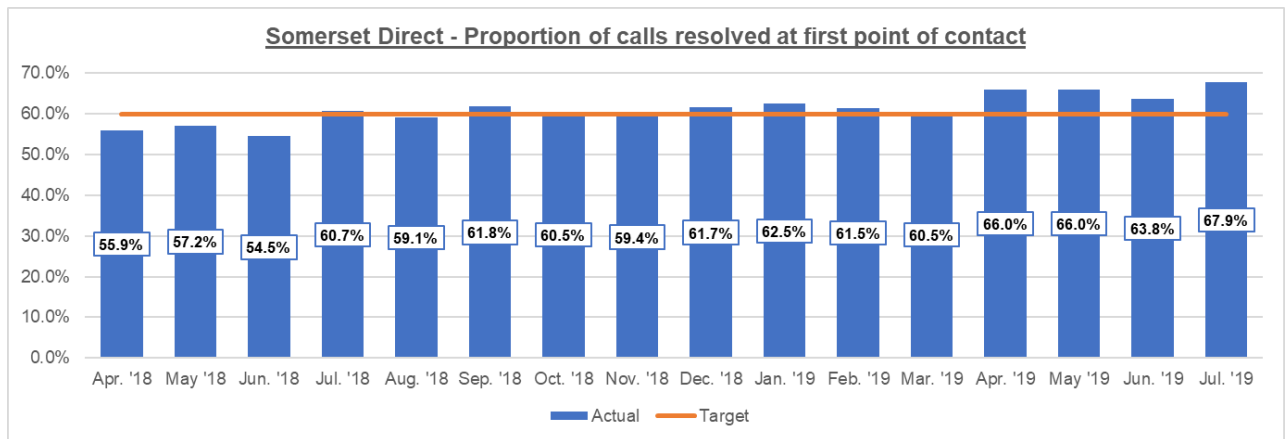
We want all Somerset residents to be able to have equal access to mainstream support within their local community, and tailored assistance to support where they require it. As such, a key transformational priority for the service over the coming year will be to focus further attention on carers, experience 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.

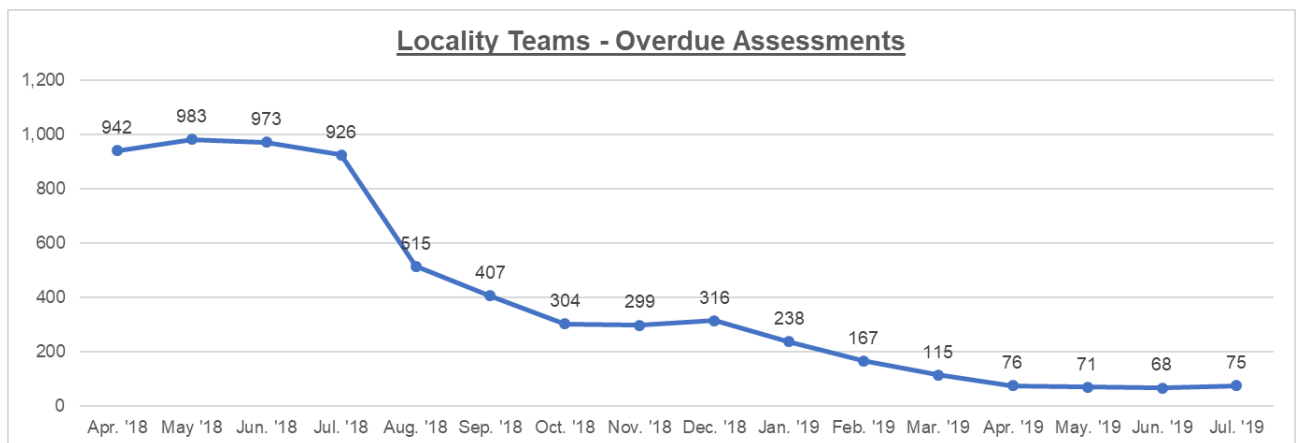
National Adult Social Care Outcomes Framework (ASCOF) benchmarking data for 2018/19 will be published in October 2019.

Appendix – ASC Performance Trends

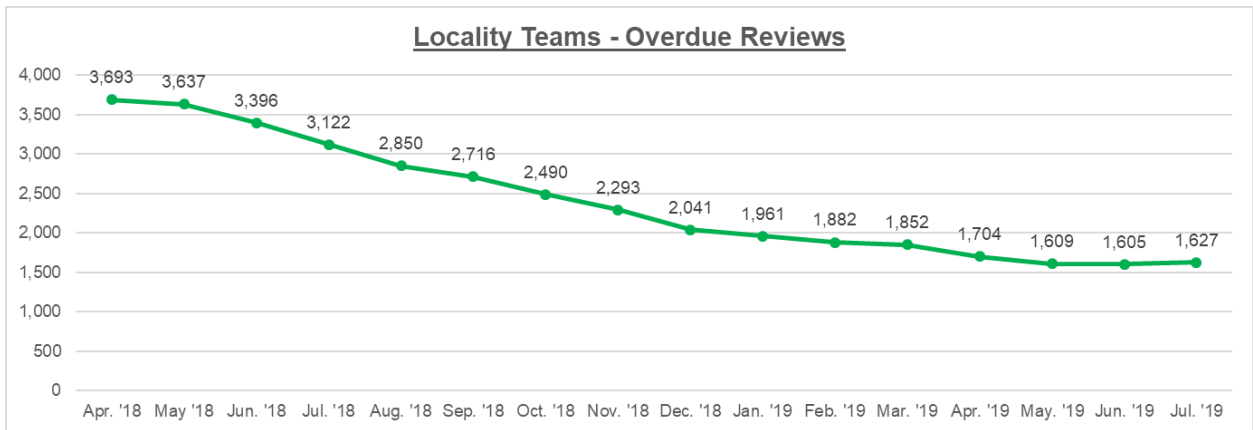
1.1 Somerset Direct – proportion of calls signposted from April 2018 to April 2019.



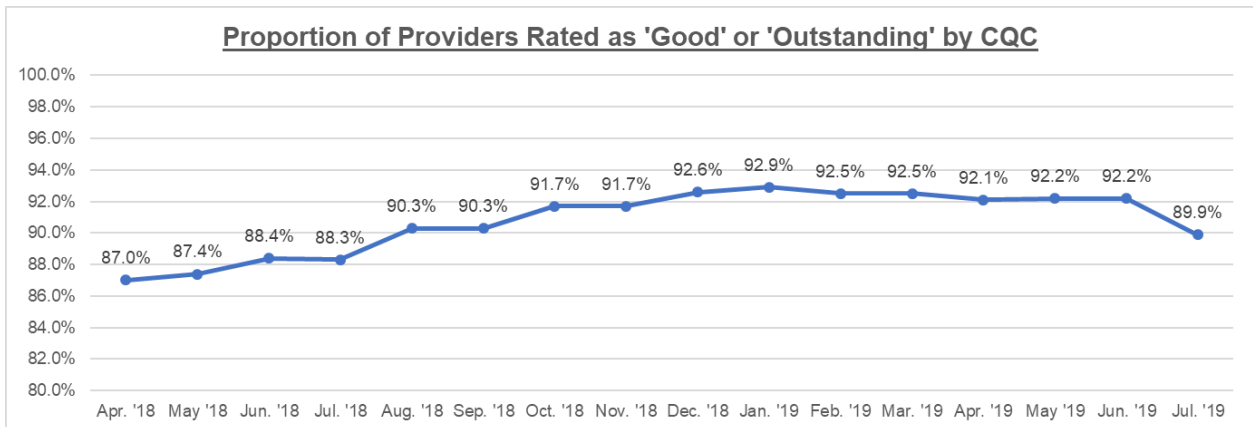
1.2 Locality Teams – reduction in overdue assessments from April 2018 to April 2019.



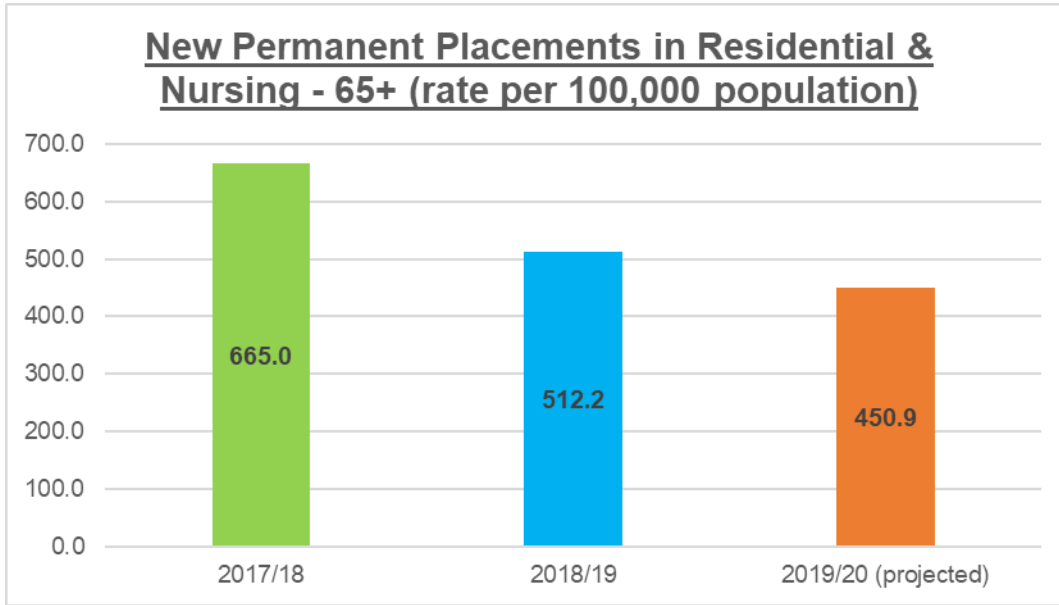
1.3 Locality Teams – reduction in overdue reviews from April 2018 to April 2019.



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



1.5 Permanent admissions to Residential and Nursing care



1.6 Self-Directed Support

