



Scrutiny Adults & Health Committee

ASC Performance Update
26 January 2023

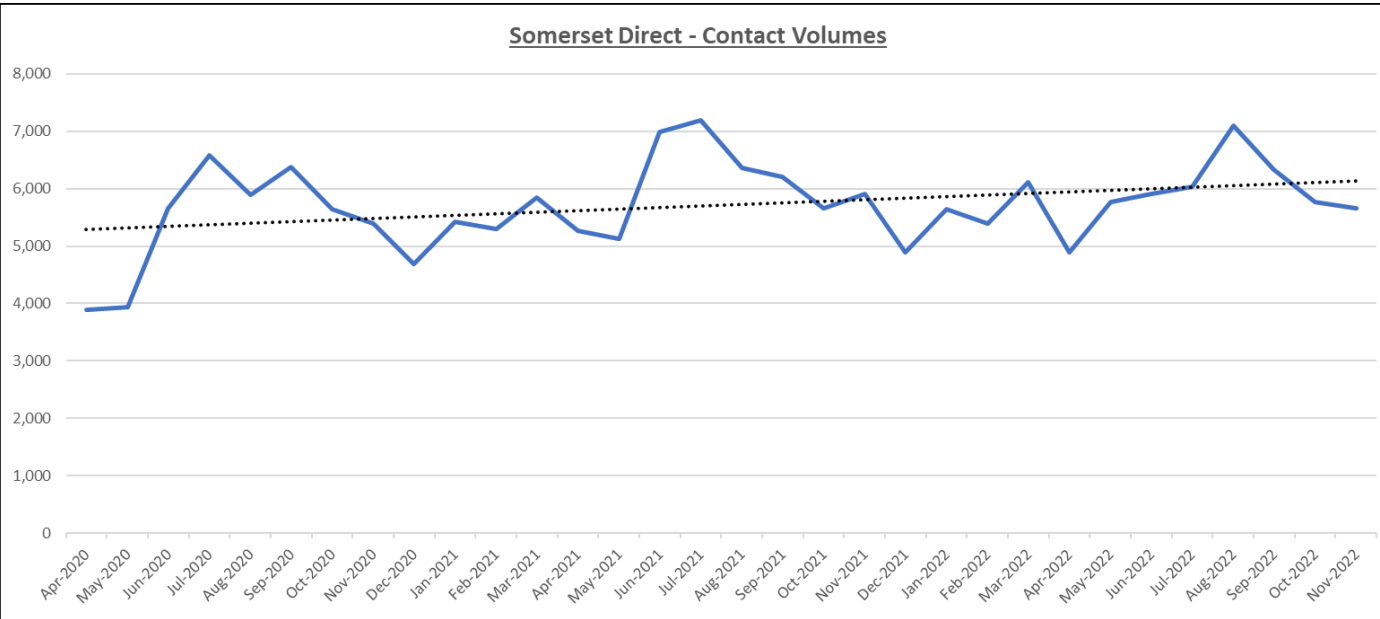


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Adult Social Care Performance – Front Door



Somerset Direct - Contact Volumes

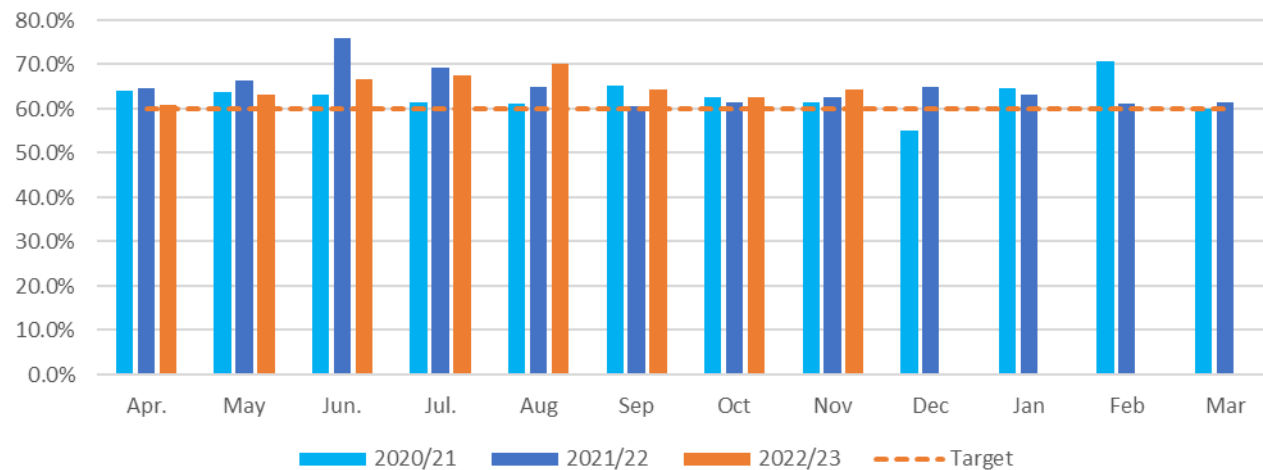


The monthly average volume of calls handled by Somerset Direct in 2021/22 was **5,893**. So far in 2022/23 the monthly average is **5,930**.

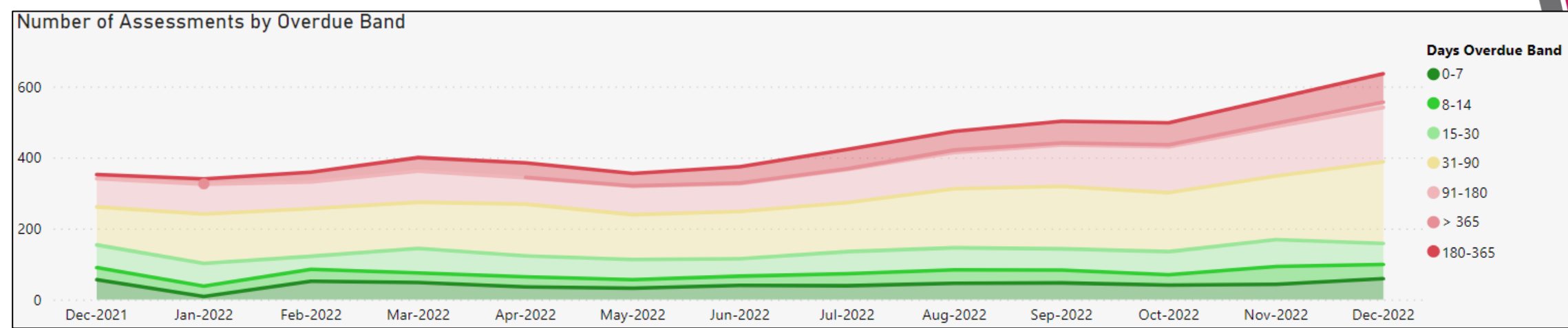
Despite demand through the Council's 'front door' remaining high into the new financial year, performance remains above target for the proportion of contacts able to be resolved at first point of contact without requiring a costed or statutory service from the Council.

This supports our ongoing objective for an effective front door that helps people find solutions to their problems and demonstrates its impact in terms of the delivery of good outcomes and diversions from formal/statutory care services.

Resolution Rate - Somerset Direct



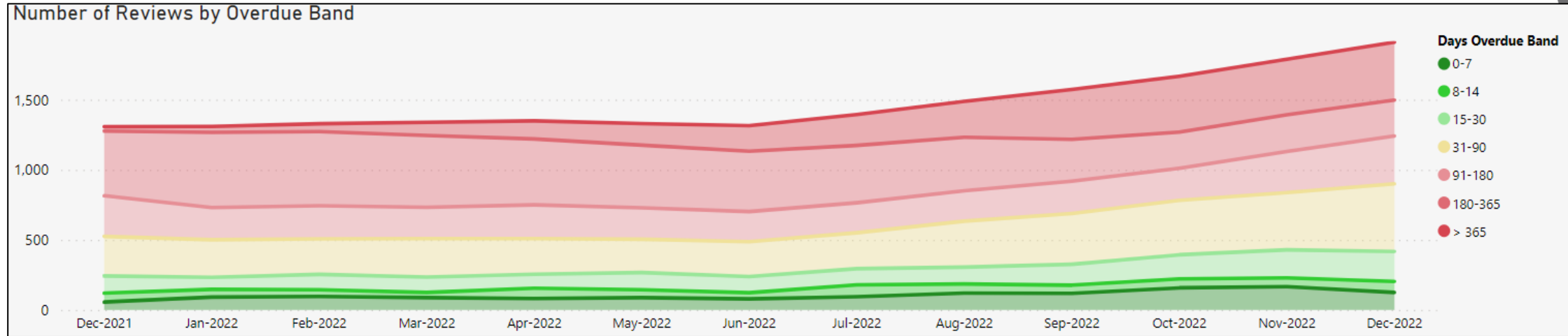
Adult Social Care Performance – Overdue Care Act Assessments



Operational leaders have clear plans to tackle the backlog in overdue assessments, which has included procuring an external team to deliver the review function so that teams can concentrate on addressing assessments.

For context, between April and November 2022 a total of **2,830** Care Act Assessments were completed - an average of **354** per month.

Adult Social Care Performance – Overdue Reviews



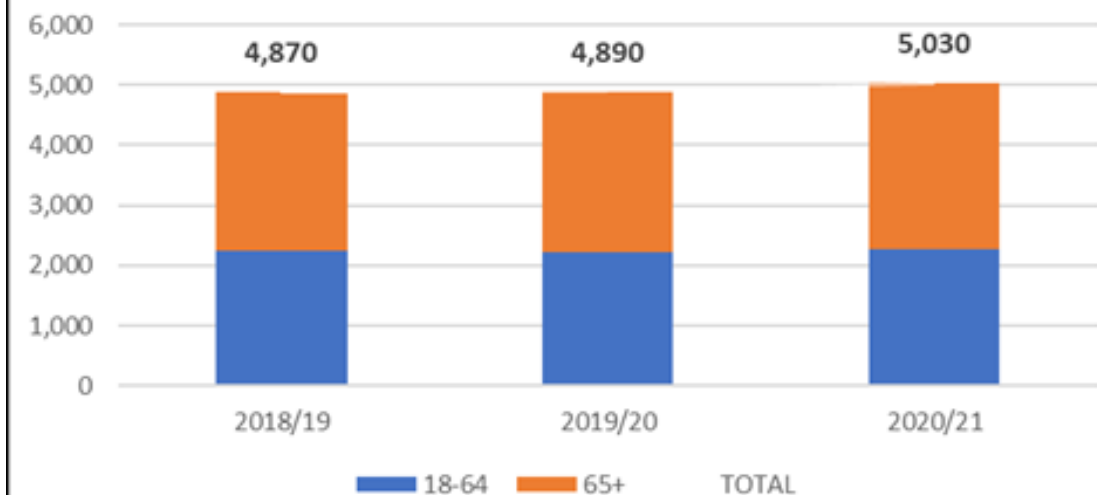
- Analysis shows our service is completing more reviews than we have done in the past; this means individuals are often being reviewed multiple times within a 12-month period.
- The service procured some external social work capacity to help tackle the backlog in overdue reviews
- Regional analysis of the statutory SALT (Short and Long Term) national return for 2020/21 revealed that Somerset has been one of the best performing LAs for a couple of years for clients in receipt of services for over 12 months who have received a review - performing above regional and national averages across a range of related review measures.

Between April and November 2022 a total of **4,120** Reviews were completed - an average of approx. **515** per month.



Domiciliary Care Demand

People accessing long term support in the community during the year

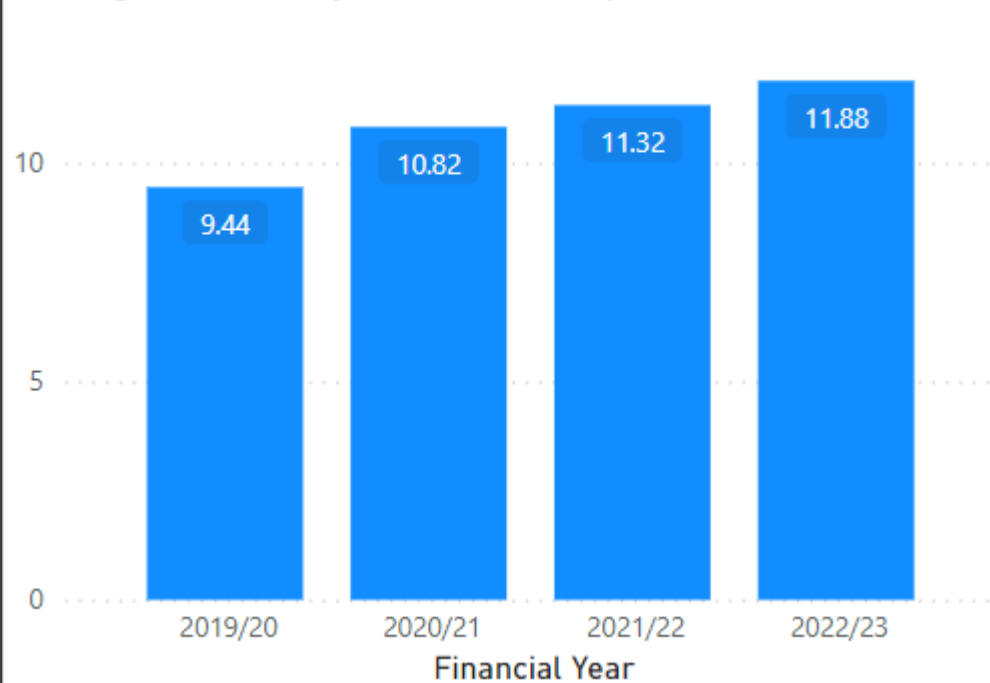


Demand for community services (including domiciliary care and Direct Payments) between 2018/19 and 2020/21 has **increased by approx. 3.3%**.

However, complexity has increased, evidenced by the average number of **hours per week needed** for new domiciliary care packages.

This has **increased by 25%** between 2019/20 and 2022/23.

Average Domiciliary Care hours requested:

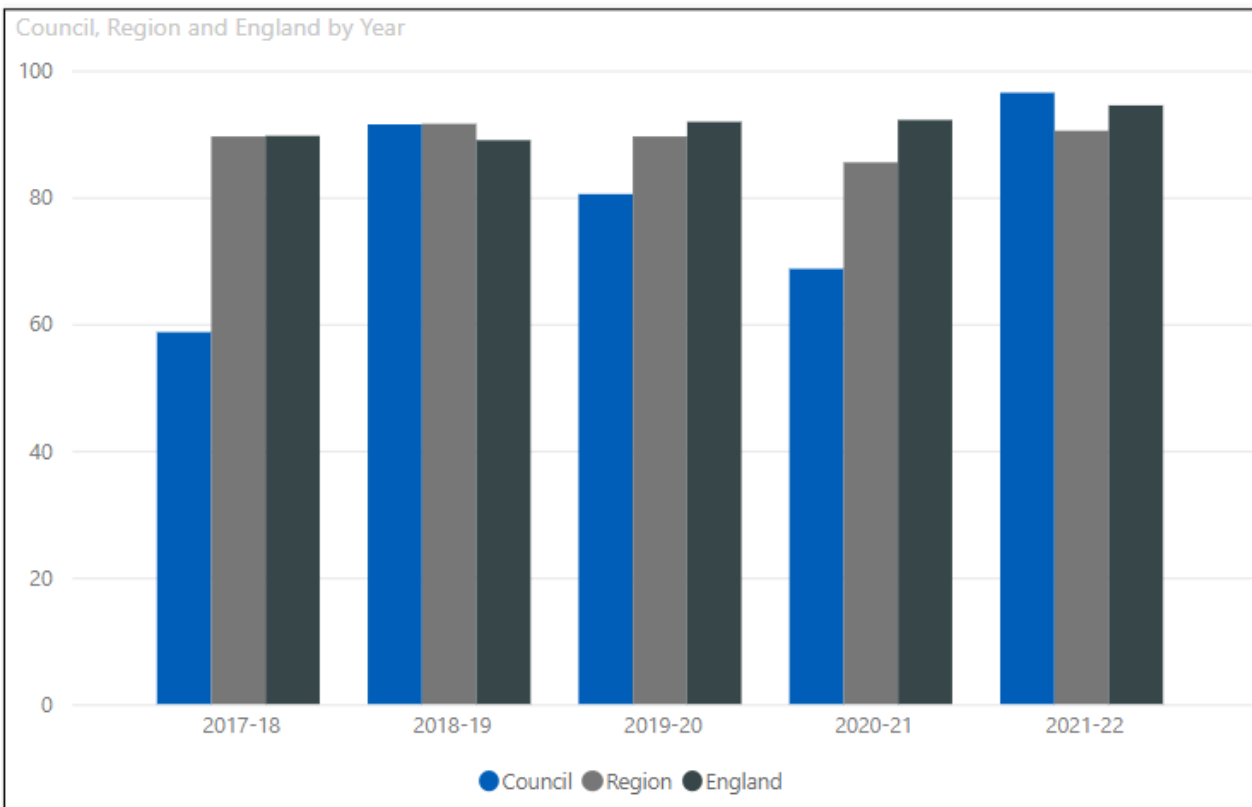


ASCOF benchmarking analysis

1C1A – Proportion of people using social care who receive self-directed support



Higher is Better



National Ranking (out of 150):
Somerset are ranked 97th on this measure.

Somerset's **performance is strong within the region** – 96.5% against a regional average of 90.5%.

It is also above the national average of 94.5%

QUERY – 4 Councils in the South West record 100% against this measure.

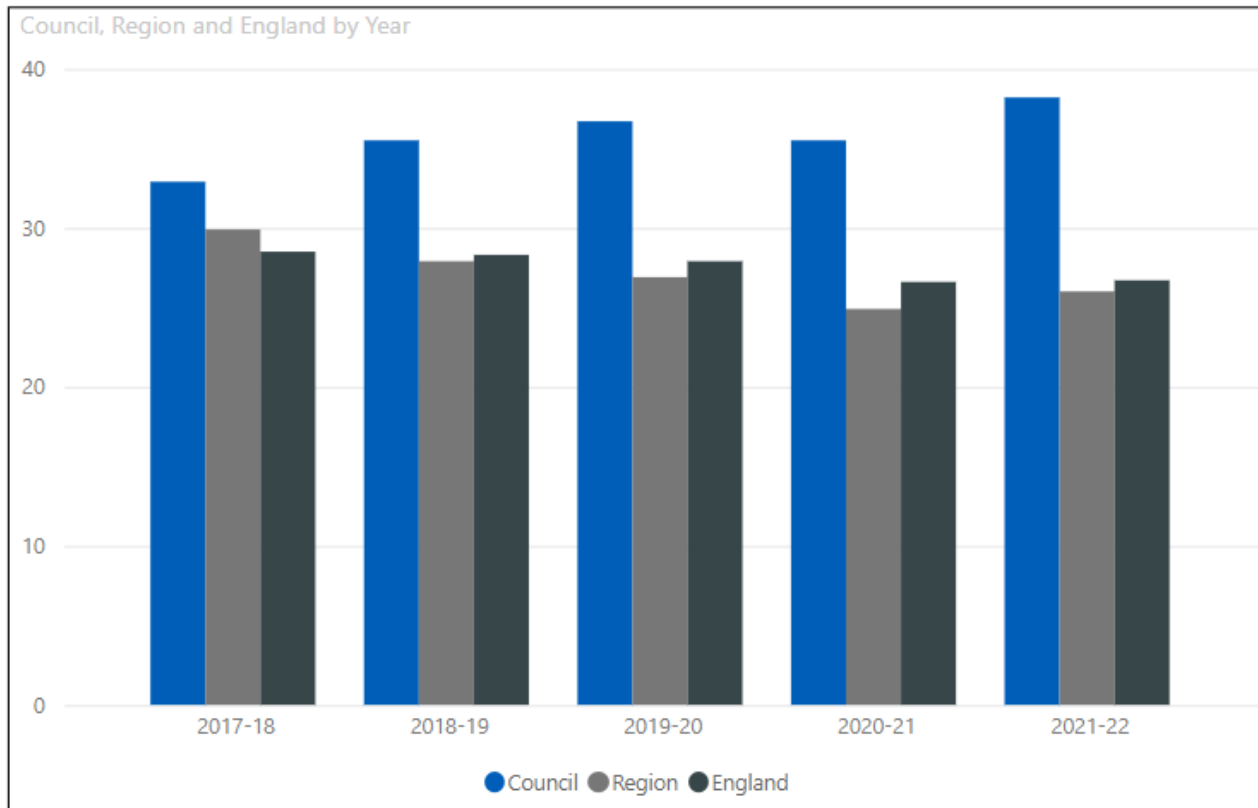


ASCOF benchmarking analysis

1C2A – Proportion of people using social care who receive direct payments



Higher is Better



National Ranking (out of 150):
Somerset are ranked 17th on this measure.

We are also ranked 1st in the South West

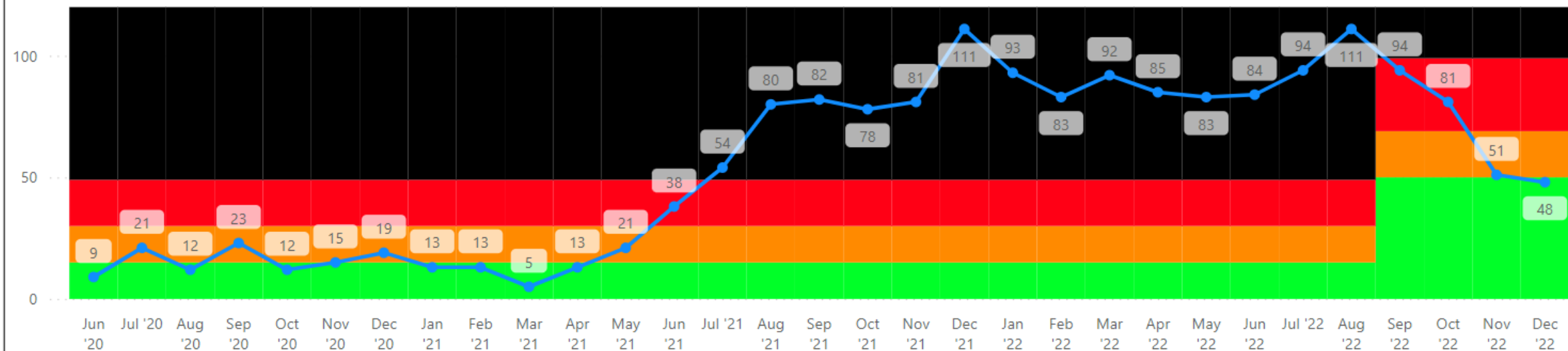
Somerset's **performance is strong within the region** – 38.2% against a regional average of 26.0%.

It is also above the national average of 26.7%.



Adult Social Care Performance – Unmet Needs*

Unmet Needs - OPEL Levels - Monthly Report (last 2 years): Figures are as of last working day of the month



- OPEL thresholds were changed in September 2022 to reflect the challenges in sourcing care.
- Demand for homecare has remained very high both locally and nationally, but supply has been severely impacted by provider workforce capacity and availability. The service saw a reduction in the number of average hours of homecare sourced per month during 2021/22 when compared with the previous financial year but an increase in the average care package size suggesting an increasing level or complexity of need.
- We are starting to see the impact of the ICB's investment in demand and capacity issues across the system with levels of unmet homecare need have fallen month on month since peaking in August 2022.

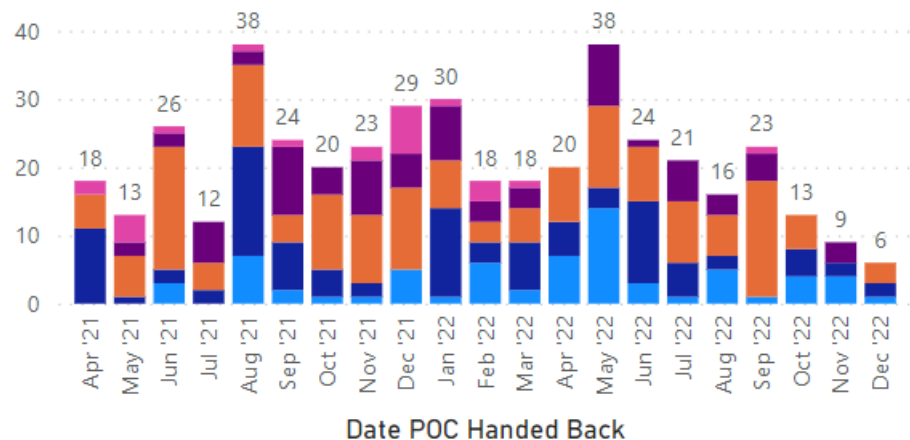
* unmet need is here defined as homecare packages requested and advertised that have not been sourced within a week

Adult Social Care Performance – Provider Handbacks



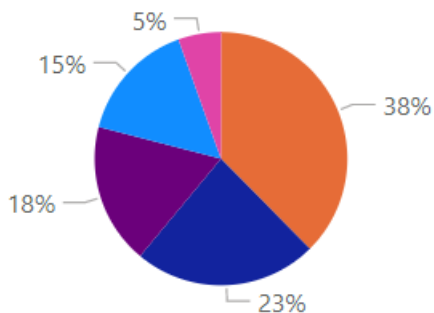
POC Handed back by providers:

● Mendip ● Sedgemoor ● South Somerset ● Taunton ● West Somerset



Total Handbacks:

439

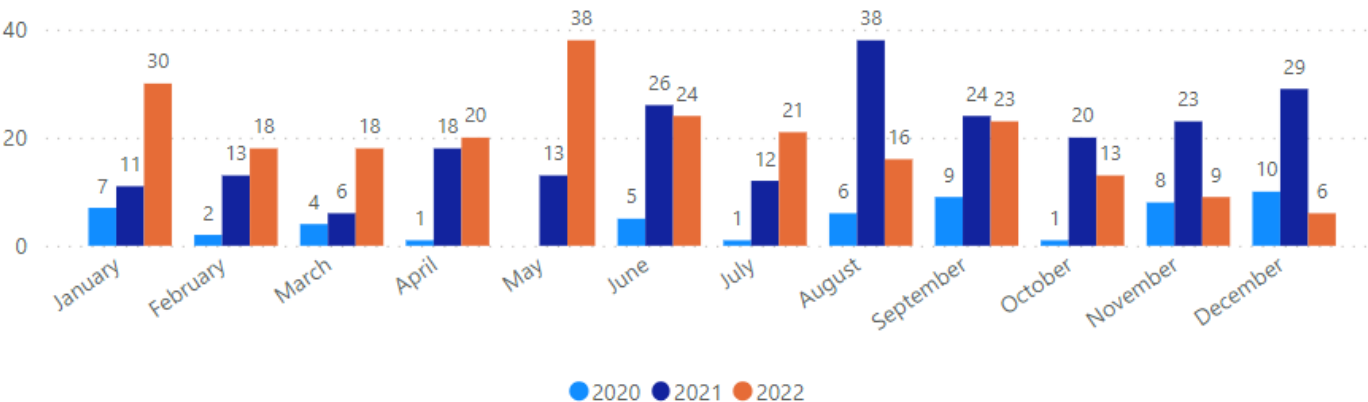


In addition to packages of care proving hard to source, the Local Authority has also had to manage and risk assess unprecedentedly high levels of care package contract 'handbacks' throughout 2020/21 and into the new financial year.

The most common recorded cause for these have been staffing capacity challenges within domiciliary agencies to enable the safe delivery of care.

Although occasional care package 'handbacks' are not uncommon, and can and will occur for a variety of reasons, during 2021/22 there were a total of 269 package 'handbacks' (an average of approx. 22 per month) placing additional pressure on Local Authority staff to find replacement care within an already over-stretched care market. The monthly average so far in 2022/23 is 20.5.

Handbacks Comparison by Year:



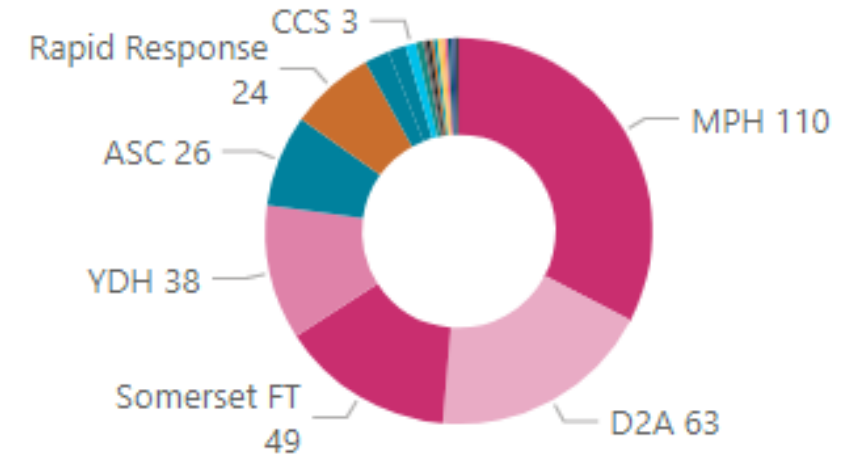
VCSE Activity – last 4 weeks

337 referrals received and 179 people actually discharged during the last 4 weeks

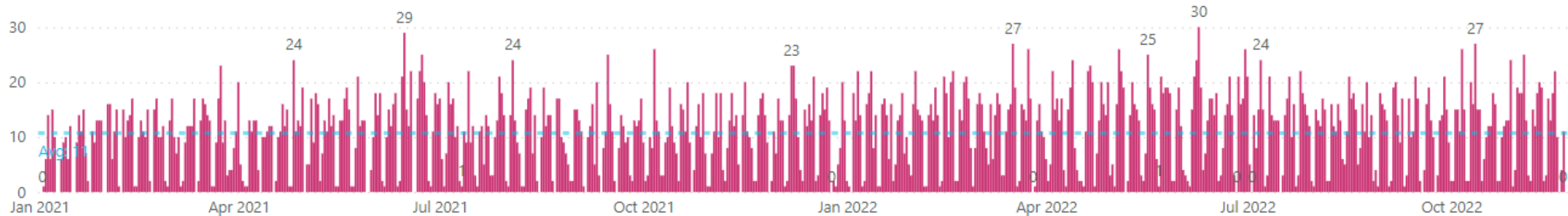
Approx. 44% of referrals received from YDH and MPH.

Approx. 7% of referrals received from Rapid Response and approx. 19% from D2A.

Referral Source



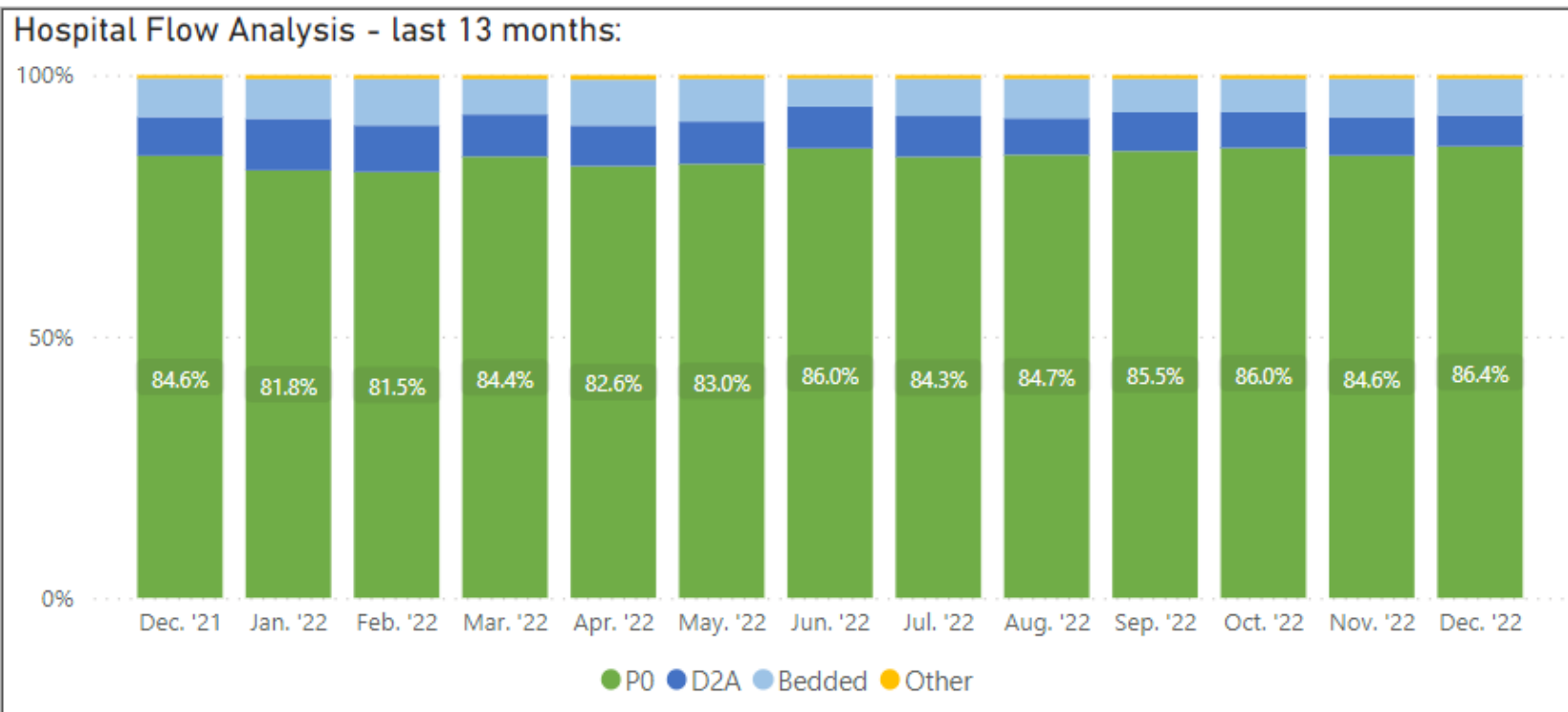
Referrals Received Each Day





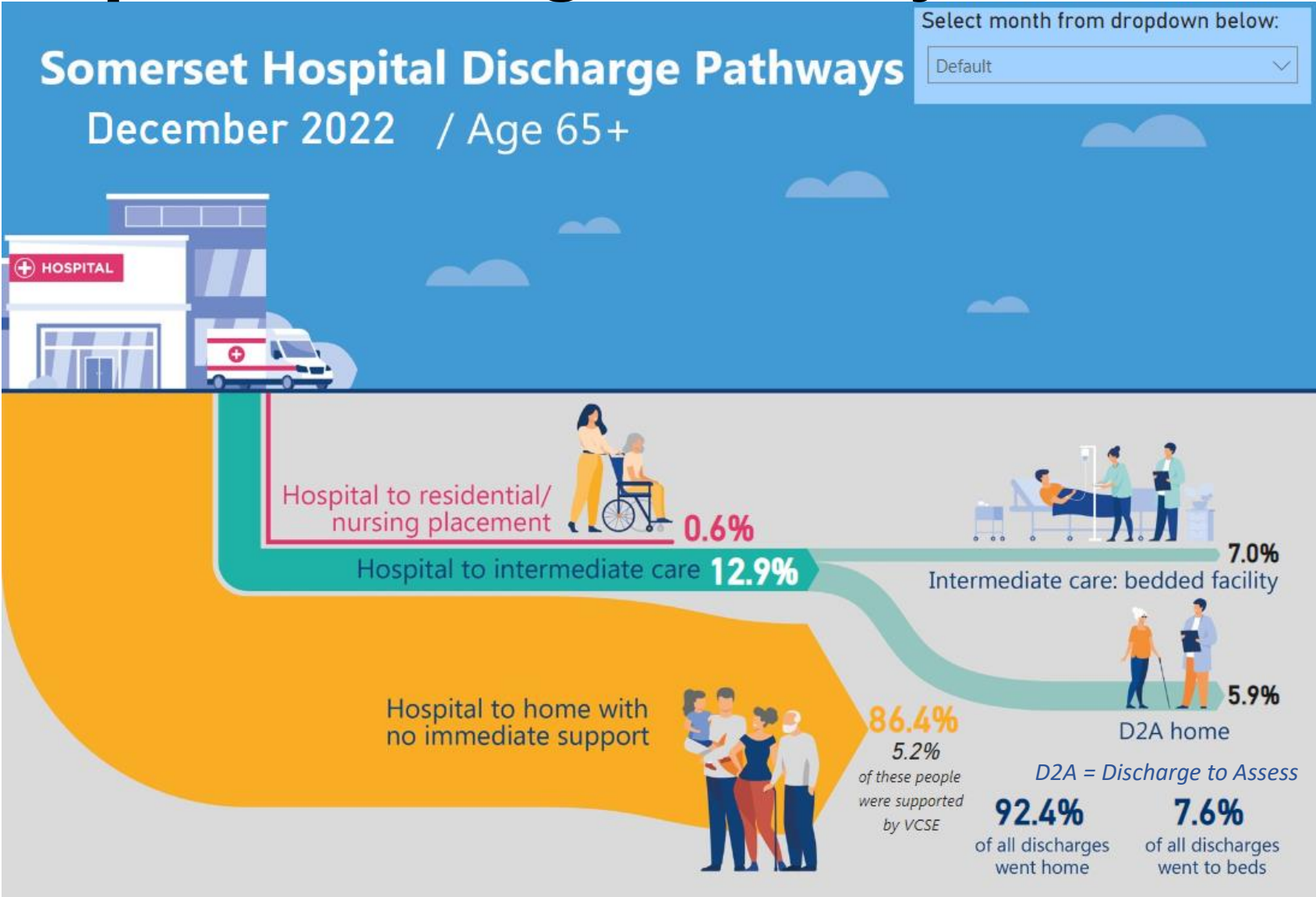
Adult Social Care Performance – Intermediate Care

% of people (aged 65+) who went home from hospital with no formal support (target is 85% - higher is better)



This measure shows the proportion of people (aged 65+) that are able to leave hospital with no formal support (*i.e. a package of home care or a placement in a care home*).

Adult Social Care Performance – Hospital Discharge Pathways

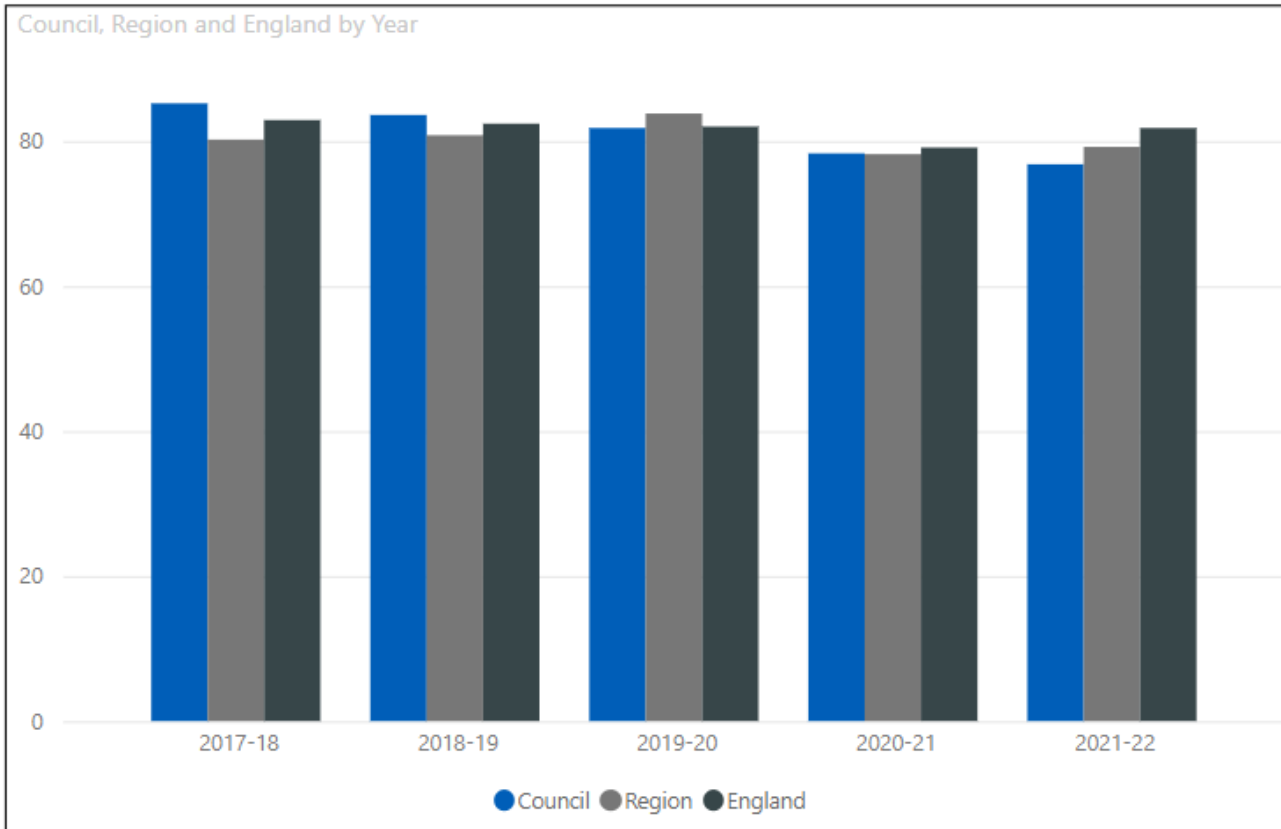


ASCOF benchmarking analysis

2B1 – Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation



Higher is Better



National Ranking (out of 150):
Somerset are ranked 121st on this measure.

Somerset's performance of 76.8% is **below both the national (81.8%) and regional (79.2%) averages.**

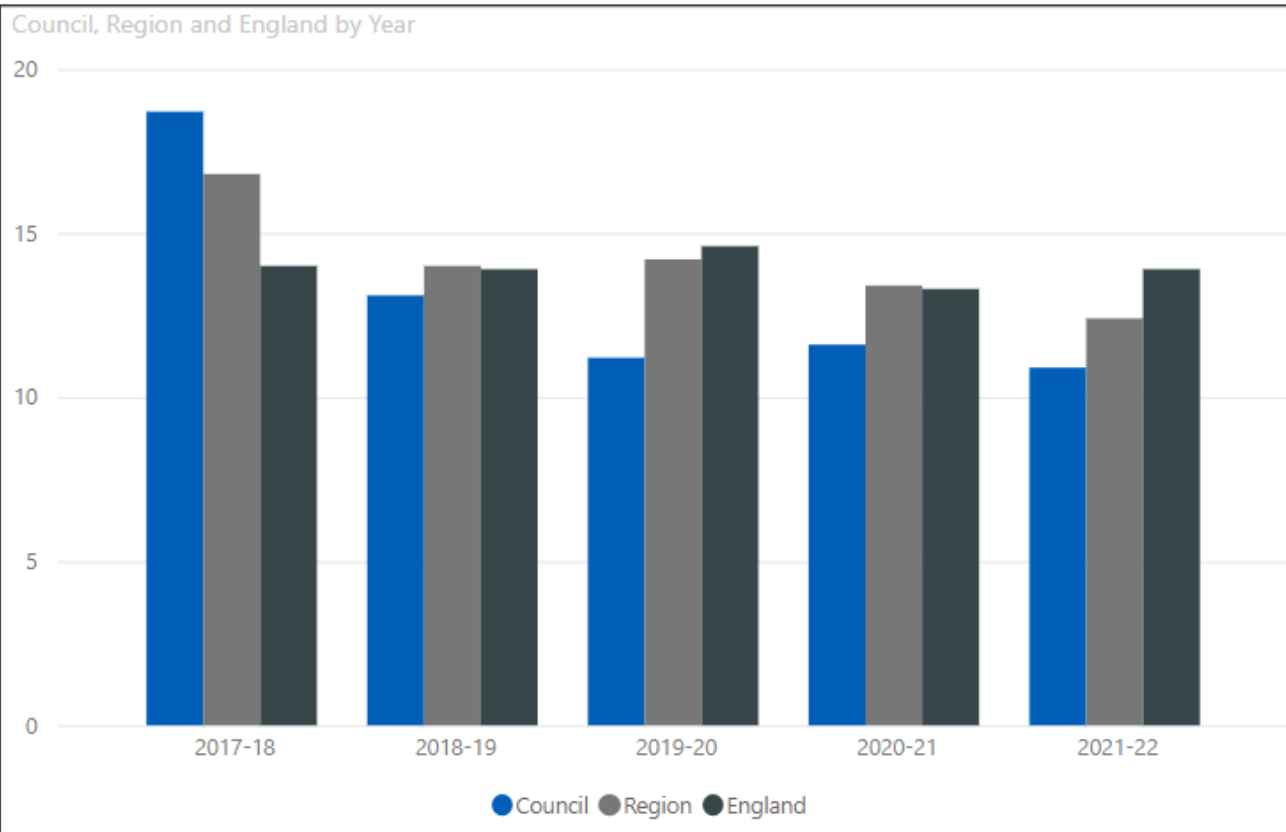
Somerset's performance has gradually declined year on year for the last 4 years.

ASCOF benchmarking analysis

2A1 – Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes (per 100k population)



Lower is Better



National Ranking (out of 150):
Somerset are ranked 56th on this measure.

Somerset's performance of 10.9 per 100,000 is **below both the national (13.9) and regional (12.4) averages.**

In 2017/18 Somerset were an outlier and were significantly above the national average.

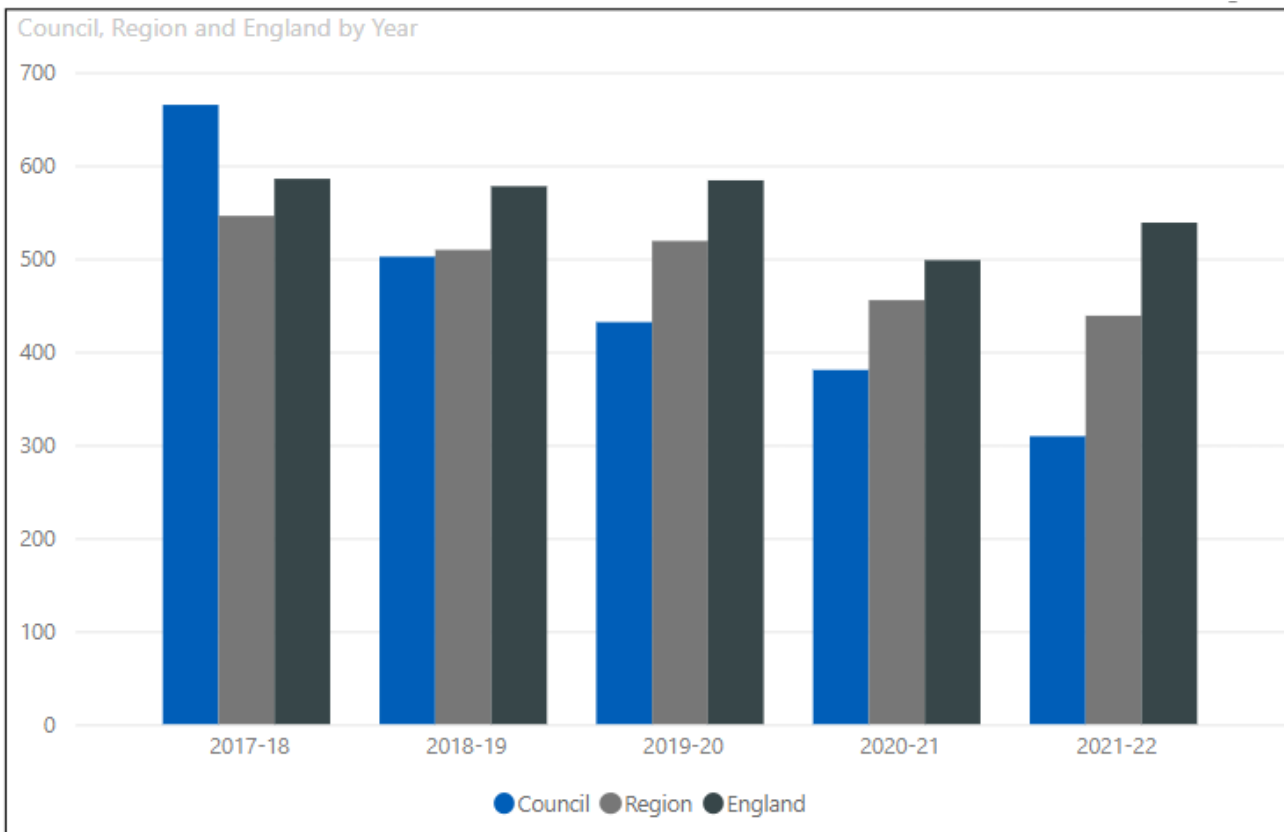


ASCOF benchmarking analysis

2A2 – Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes (per 100k population)



Lower is Better



National Ranking (out of 150):
Somerset are ranked 12th on this measure.

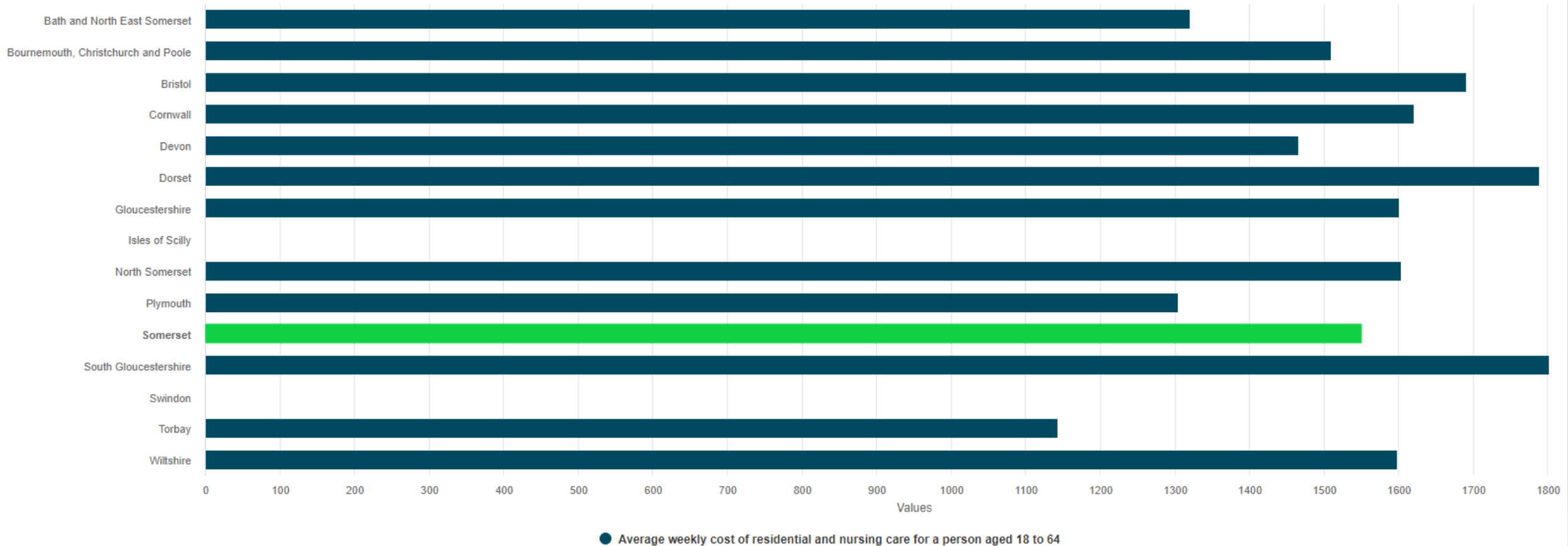
Somerset's performance of 309.2 per 100,000 is **below both the national (538.5) and regional (438.6) averages.**

In 2017/18 Somerset were an outlier and were significantly above the national average. Our performance has improved year on year for the last 4 years.

Average weekly cost of residential and nursing care aged **18-64** – 2021/22



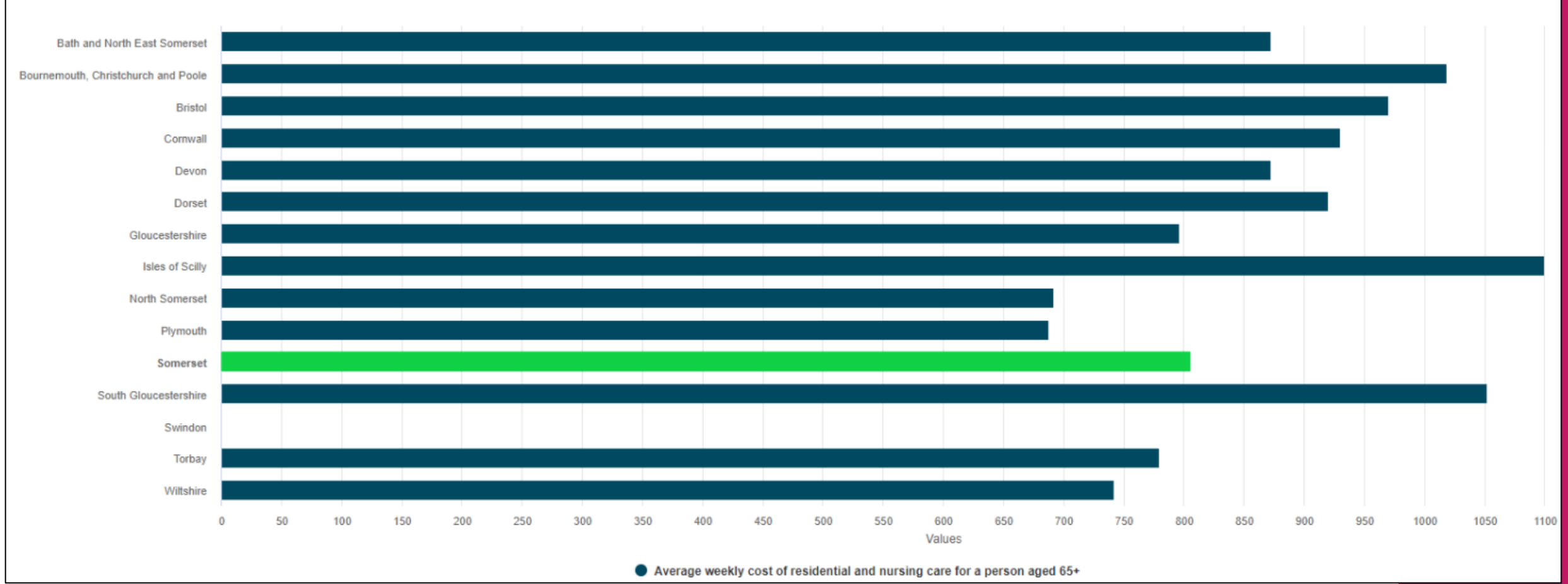
Average weekly cost of residential and nursing care for a person aged 18 to 64 2021/22 for Somerset and South West (ADASS Region)



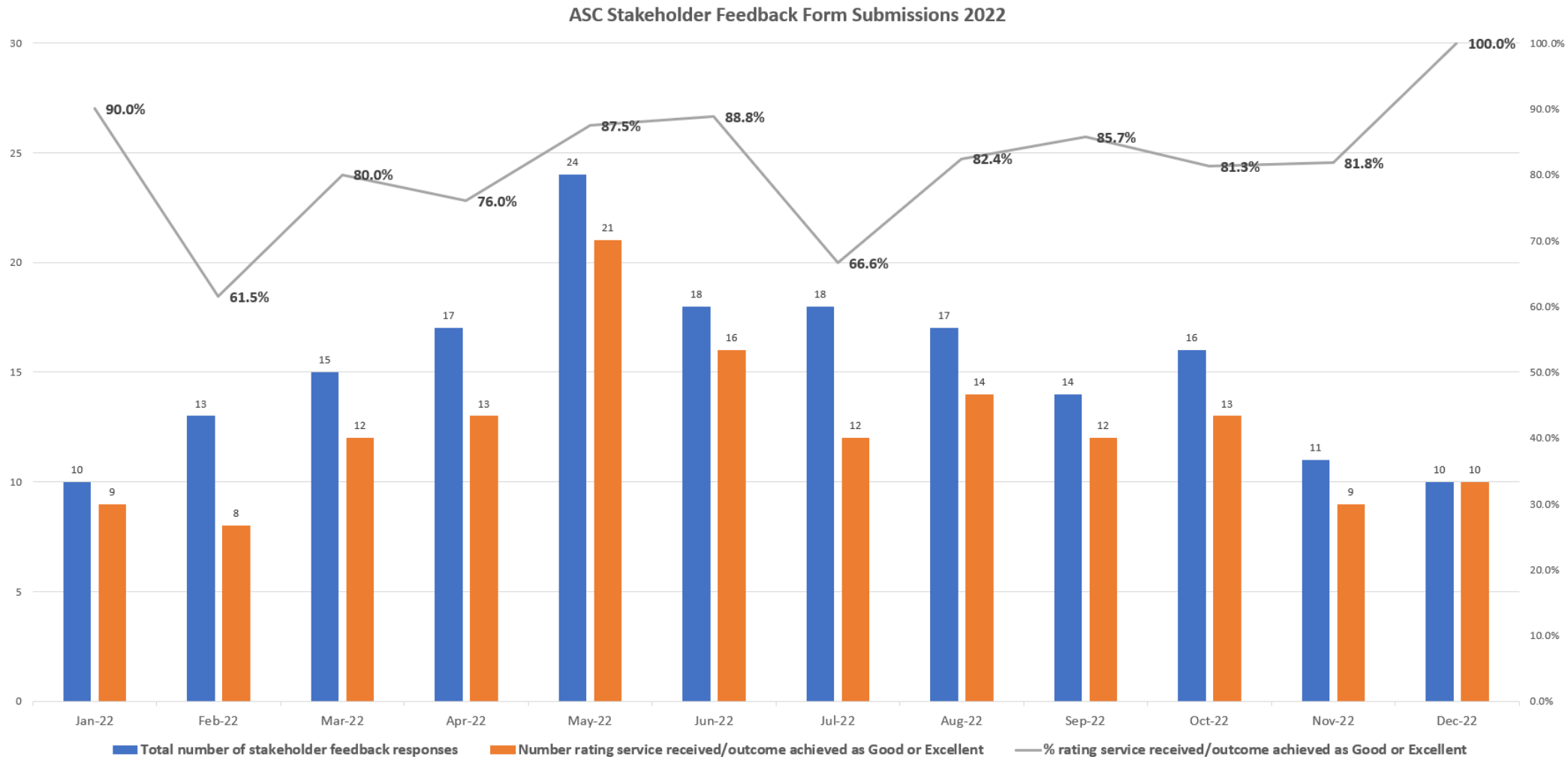
Average weekly cost of residential and nursing care aged 65+ – 2021/22



Average weekly cost of residential and nursing care for a person aged 65+ 2021/22 for Somerset and South West (ADASS Region)



ASC Stakeholder Feedback - 2022



Since launch in January 2022, our ASC Feedback form responses have offered valuable insights on the experience of service users and carers, partner colleagues and other key stakeholders, and opportunities for learning and improvement. **During 2022 overall, 81.4% of the 183 responses received via this route rate the overall service received from our adult social care teams as good or excellent.** The single biggest element and influencer of both positive and negative feedback is communication – how clear, responsive, professional and compassionate we are in our respective job roles makes a fundamental difference to the experience of those we engage with and support.