



Somerset
Council



**A Healthy and
Caring Somerset**

Adult Social Care: Key Performance Summary

Scrutiny Committee, 5 October 2023



**Prevention
and early
help**



**Right
support,
right place,
right time**



**A supported,
skilled and
flexible
workforce**



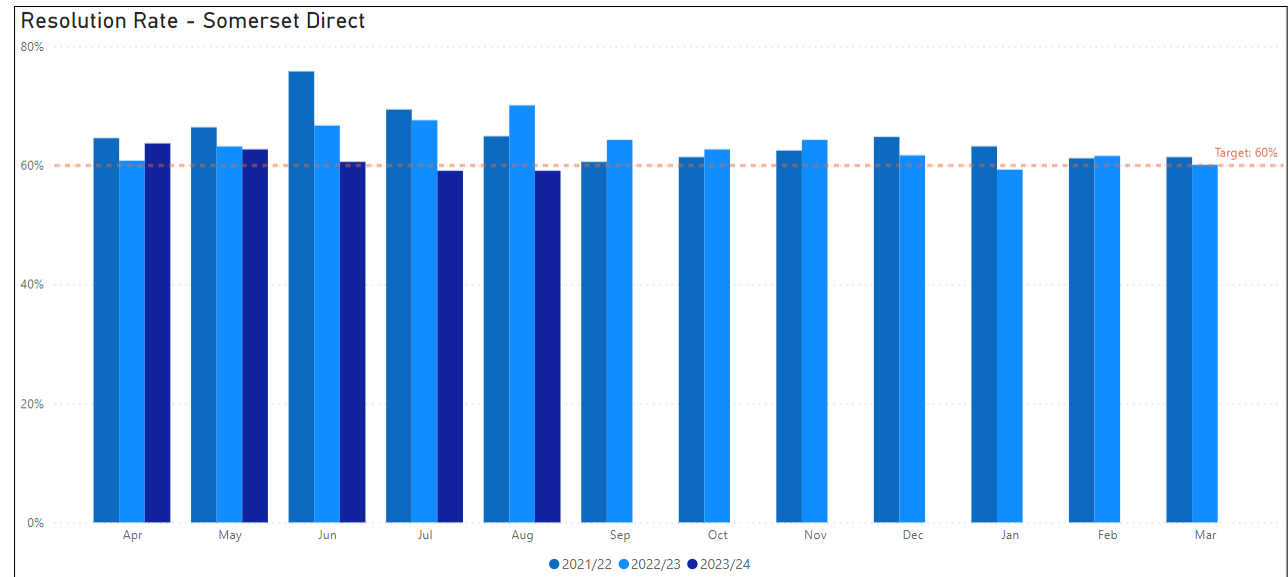
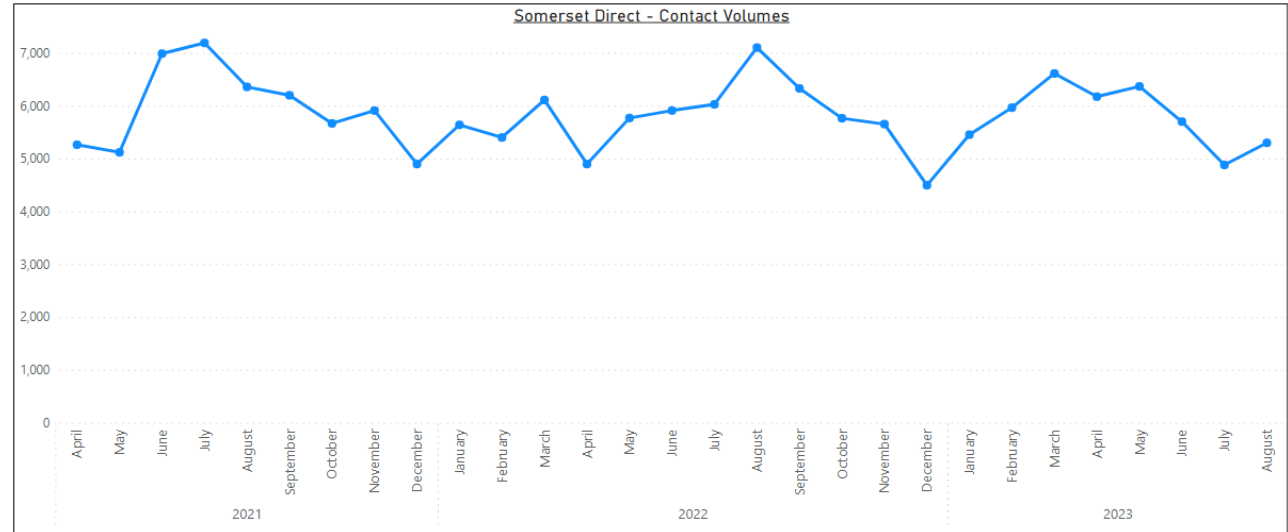
**Future
focused**

'Front Door' demand for adult social care

The monthly average volume of calls handled by Somerset Direct was 5,893 in **2021/22** and 5,830 in **2022/23**. So far in **2023/24** the average is 5,682.

Whilst there remains high demand for social care support and advice, 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 so far this financial year.

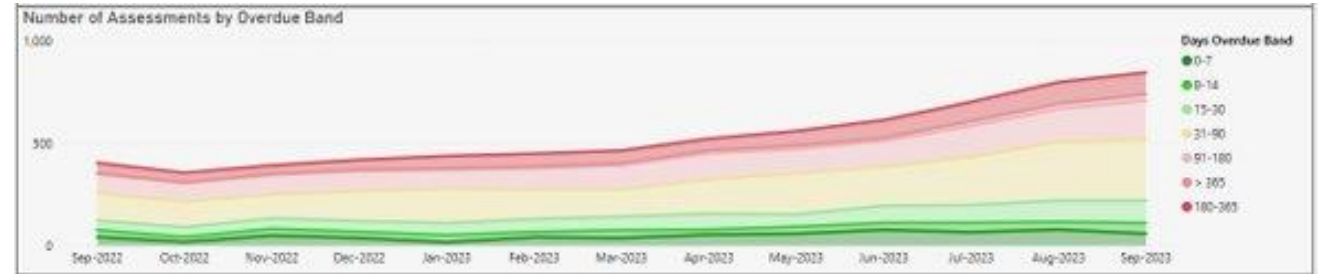
This supports our ongoing objective for an effective front door that helps people find solutions to their problems and demonstrates its impact in terms of the delivery of good outcomes and diversions from formal/statutory care services.



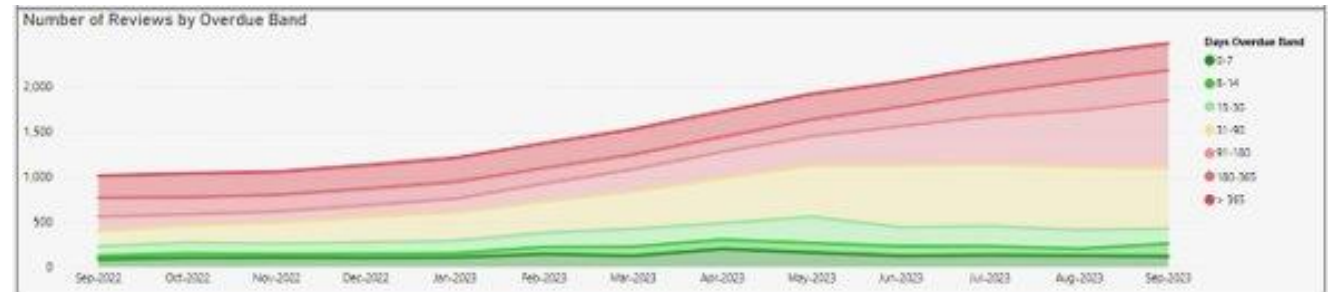
Overdue Care Act assessments & reviews

The number of overdue assessments and reviews continue to remain high, impacted by rising demand, complexity of need and ongoing internal workforce pressures.

A weekly Operational Assurance Group has been established to provide a strategic overview on the completion of assessments and reviews in operational teams, and to support reduction of backlogs through close monitoring of trajectories and regular reporting to governance/assurance boards, including the Safeguarding Adults Board.



For context, between April and August 2023, a total of **1,647** Care Act Assessments were completed - an average of **329** per month.



Between April and August 2023, a total of **2,123** Reviews were completed - an average of approx. **425** per month.



Unmet need (homecare provision)



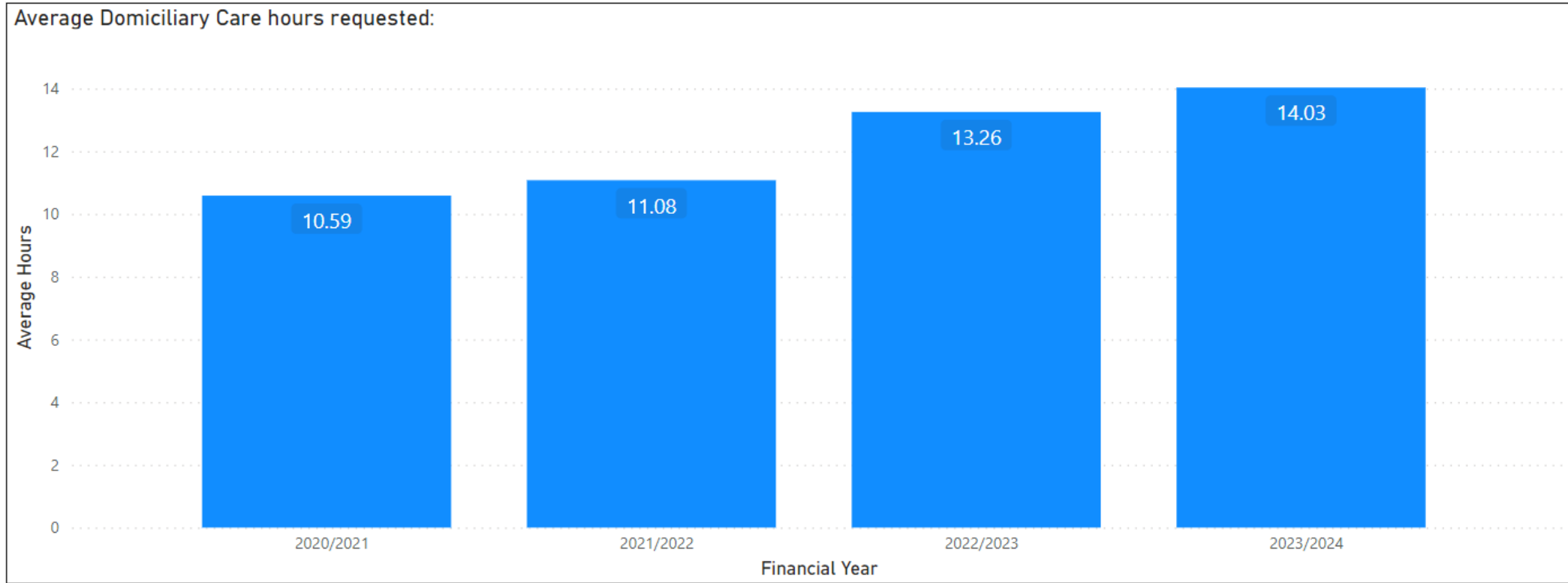
Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment of new starters over recent months, with levels of unmet homecare need falling to their lowest ever levels since March 2021. This significantly improved picture is partly consequent to:

- Homecare pods funded by system – supported stimulation of the market (5 pods of 200hrs)
- Fee increase 2023/24 to £25 per hour – has enabled providers to pay above national minimum wage, offer contracted hours and improved term and conditions.
- Oversea recruitment and focussed Proud to Care marketing has stimulated recruits coming into homecare market.



OPEL thresholds were revised in September 2022 to reflect the national care supply challenges / market position.

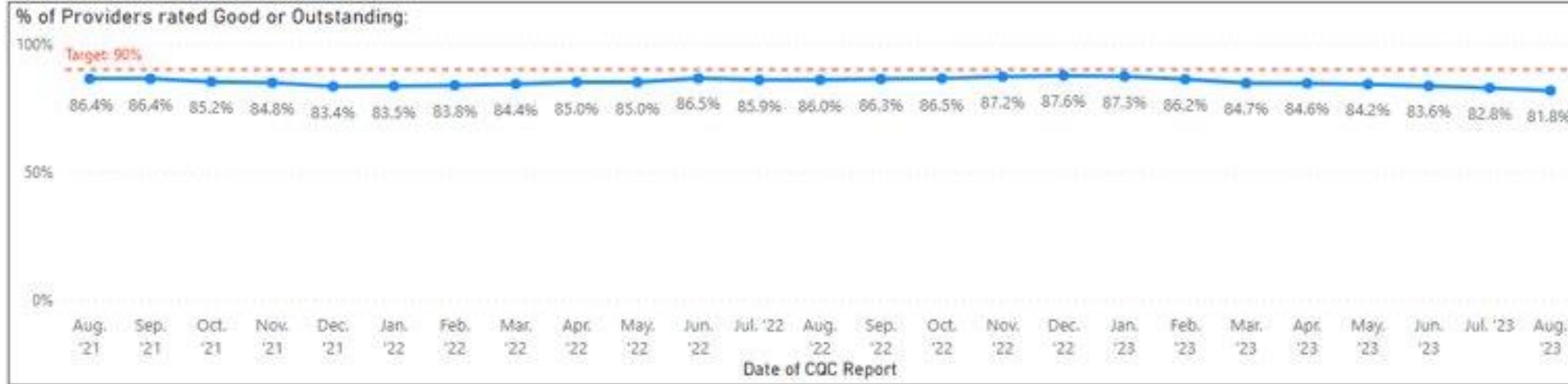
Homecare – average package size



- Complexity has increased – evidenced by the increased average number of hours per homecare package,
- Between 2020/21 and 2023/24 the average package size has increased by nearly 33%.



Care Provider Quality – inspection outcomes



There has been a steady decline in the total number of active social care provision rated ‘Good or Outstanding’ by the independent regulator, the Care Quality Commission, over the past year (dropping from a high of 87.6% in Dec'22 to 81.8% in August'23). This is primarily linked to the quality of residential provision. Whilst this has been largely attributed to the current CQC approach (which is only inspecting ‘high risk services’ currently pending the launch of their new single assessment framework from November 2023), we continue to monitor closely and support wider care provider quality improvement and oversight. Placements were being restricted by the LA in 13 regulated provider settings as of Aug 2023 whilst quality/safeguarding improvements were being addressed. New quarterly provider returns were launched in July 2023 via our new PAMMS (Provider Assessment and Market Management Solution) system to further support system scrutiny in partnership with NHS Somerset, and our multi-agency Commissioning & Quality Board was most recently held on 18 August 2023 where providers of concern were discussed and overseen. There have been a number of home closures underway in Somerset following decisions taken by Somerset Care Ltd to close Oaktrees and Sunningdale Lodge, and Leonard Cheshire to close St Michaels; these events are intensive from both a capacity and process perspective and are managed sensitively to support affected residents and their families.



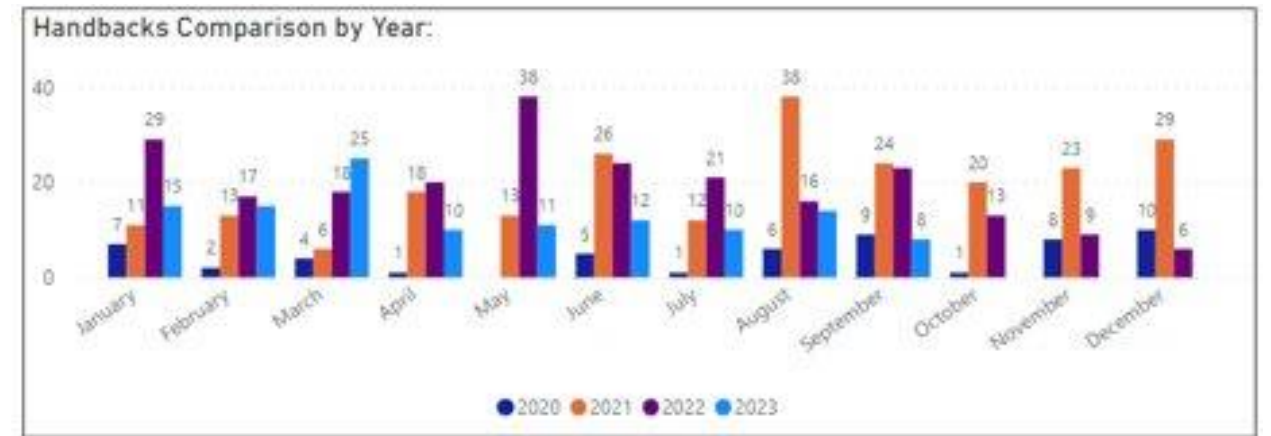
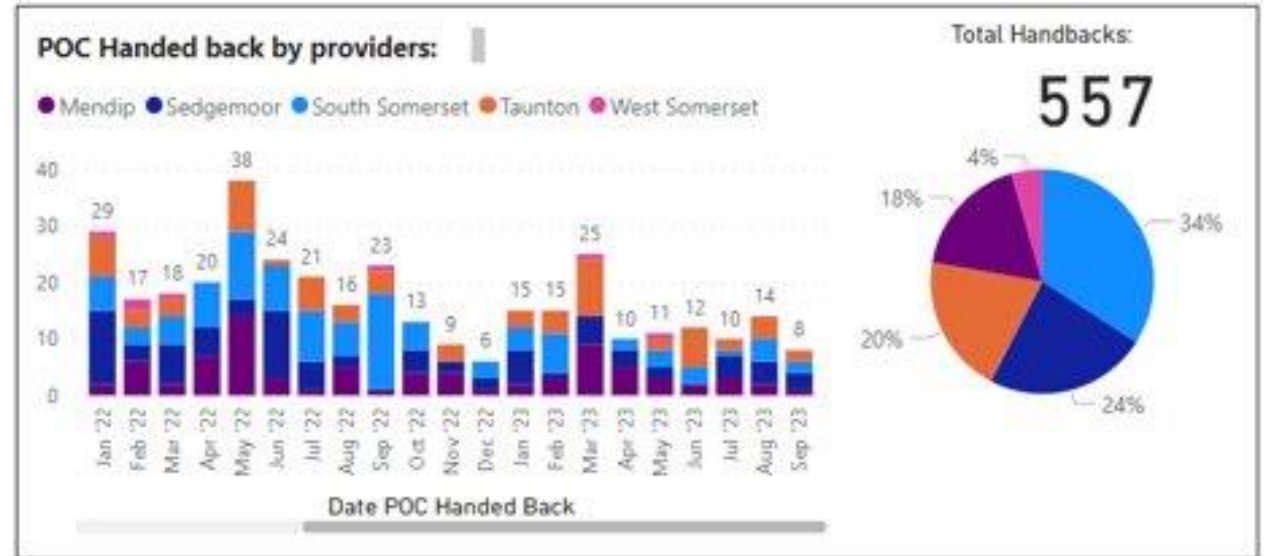
Care provider contract 'handbacks'

Homecare package contract 'handbacks' have steadily reduced since hitting 38 in May 2022. The average per month so far this year (to end of August) is 14. This compares to 19.5 in 2022, and 16.9 in 2021.

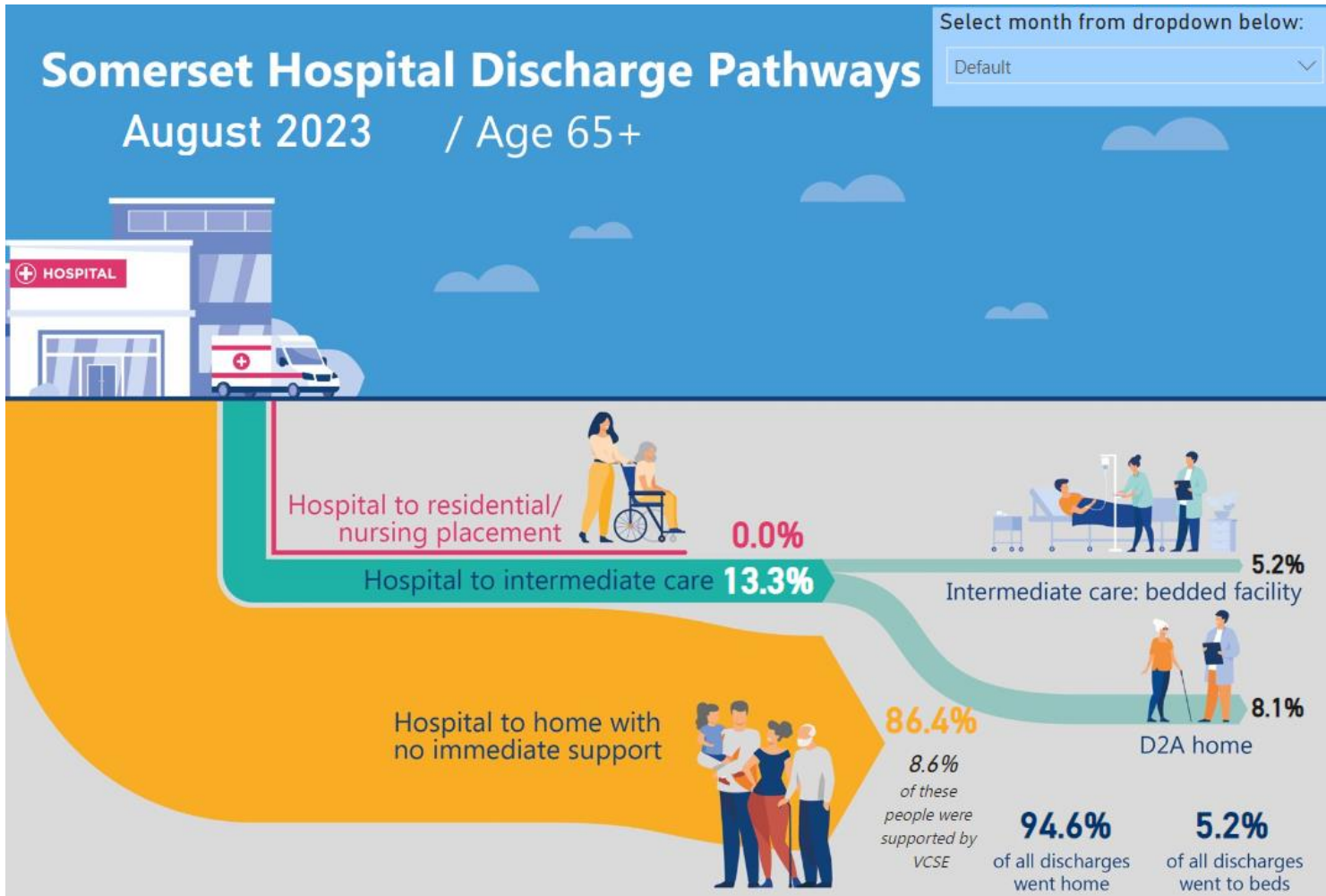
Although occasional care package contract handbacks are not uncommon and can occur for a variety of reasons (most commonly staffing capacity issues within the provider to safely deliver care required), we saw figures rise sharply during the pandemic as evidenced by annual stats below:

- 2020 – 54 package handbacks;
- 2021 – 233 package handbacks;
- 2022 – 238 package handbacks;
- 2023 to date – 120.**

Care package contract handbacks place additional pressure on Local Authority staff to find replacement care within a stretched care market and is an indicator we monitor closely as part of commissioning and quality activity. This will also be monitored as part of new CQC assurance of LA Adult Social Care.



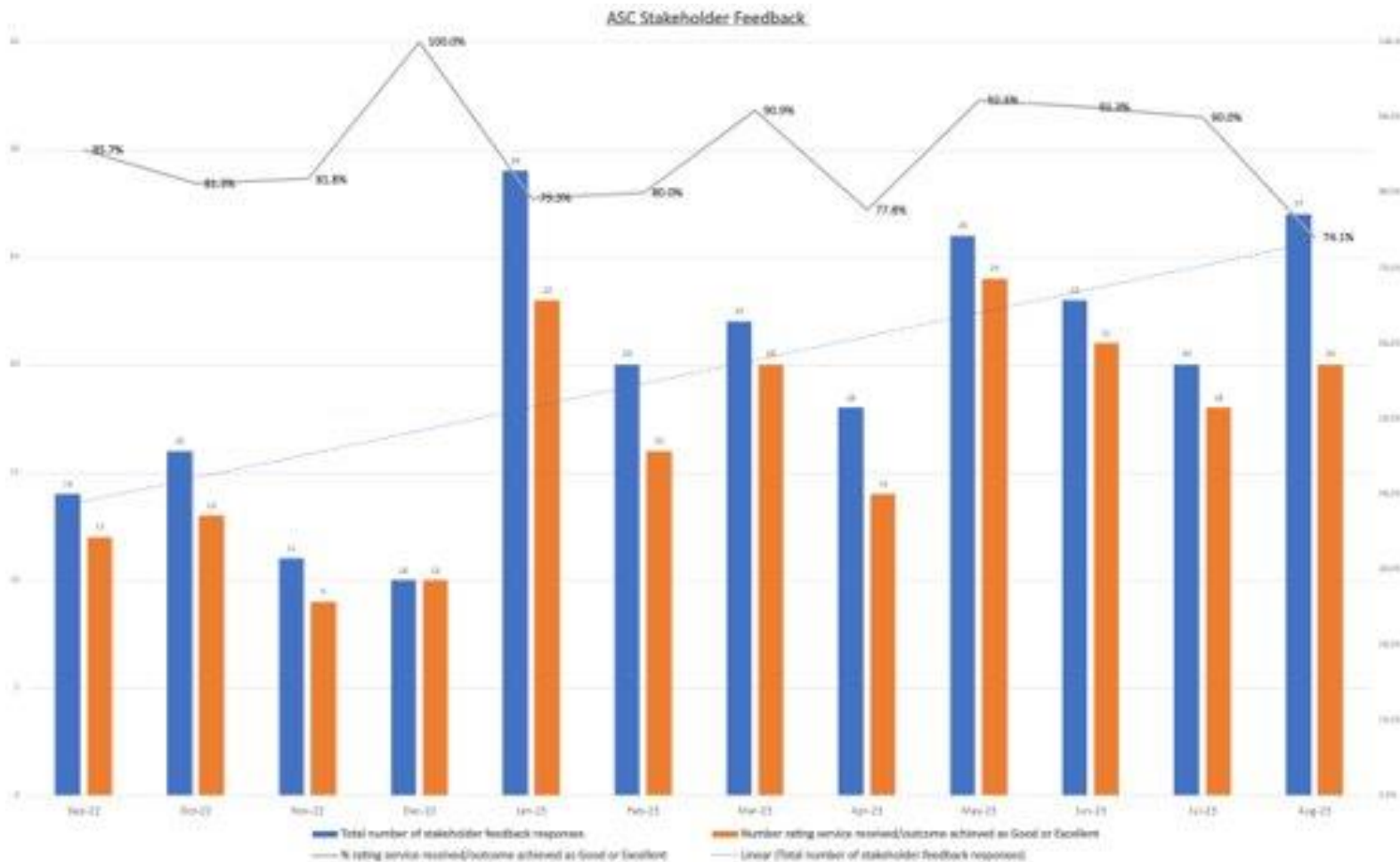
Intermediate Care - Flow



- 94.6% of people aged 65+ discharged from Somerset hospitals were able to return home (August 2023)
- Over 86% of people discharged were able to return home with no formal support.



ASC Stakeholder Feedback



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.

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.

Over the last 12 months, 85% of the 236 responses received via the ASC Stakeholder Feedback route rate the overall service received from our adult social care teams as either good or excellent.



'My Life, My Future' - ASC Transformation

The programme is made up of 5 key workstreams



Reablement

Design and implement an improved reablement model:

- Efficient processes and sufficient capacity to support everyone with reablement potential through the service including introducing provision to the community
- Enhanced therapy oversight and MDT improvement cycles that allow us to support individuals with greater starting needs to become more independent

60 Extra people benefitting from reablement per month

Reducing the level of ongoing care required by 10%



Outcomes from Decision Making

Achieve more ideal outcomes for adults in Somerset by:

- Building on the ops restructure, to establish processes and an environment that enables practitioners to make more ideal decisions
- Shaping the direction on what services are required now and, in the future, to keep our population as independent as possible

82 fewer Older Adults entering a residential placement per year

More ideal outcomes for 32% of people



LD Progression, Enablement & Moves

Enable individuals living with LD to live more independently by:

- Establishing the right LD progression planning and support
- Facilitating moves from residential to supported living or Shared Lives placements
- Ensuring sustainable, sufficient capacity in appropriate settings for promoting independence.

45% of adults in LD residential placements could be supported more independently through shared lives/supported living



Preparing for Adulthood

Achieve more ideal outcomes for young people transitioning to adulthood by:

- Establishing efficient processes and information sharing between Children's & Adult Services to enable early identification and planning of support
- Shaping the availability of suitable and cost-effective services to promote independence

27 young people per year achieving more independent outcomes



Data Visibility & Control

Collaborate with BI to establish ongoing visibility of our service to:

- Enable proactive performance management
- Establish clear links between operations and finance
- Foster a culture of performance and improvement through data-driven behaviours and evidence-based decision-making.

Enabling



We are ambitious for the people of Somerset, and want to deliver a service which is future focused, providing the right care, in the right place, at the right time

Any questions?

