

Meeting date: 20 December 2022
Report to: Cabinet Member for Adult Social Care and Health



Subject/report title: Adult Social Care Performance Progress Quarter 2 2022-23

Report from: Lizzie Edwards, Assistant Director, Adult Social Care

Report author/lead contact officer: Lizzie Edwards, Assistant Director
Contact: Alison McCallum, Performance Officer
amccallum@solihull.gov.uk

Wards affected:

- All Wards | Bickenhill | Blythe | Castle Bromwich | Chelmsley Wood |
 Dorridge/Hockley Heath | Elmdon | Kingshurst/Fordbridge | Knowle |
 Lyndon | Meriden | Olton | Shirley East | Shirley South |
 Shirley West | Silhill | Smith's Wood | St Alphege

Public/private report: Public

1. Purpose of Report

- 1.1 To update the Cabinet Member on Adult Social Care (ASC) performance progress across a range of national performance measures at the end of Quarter 2 2022-23.

2. Decision(s) recommended

- 2.1 To endorse the contents of the report and actions being taken forward.

3. Matters for Consideration

- 3.1 Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end. This report outlines performance against these key indicators for Quarter 2 2022-23. Red / amber / green ratings are also displayed to summarise performance against targets for these measures. Also outlined is information on how Solihull benchmarks against other local authorities. This is based on national data for 2021-22 ASCOF performance which was published in October 2022.
- 3.2 2022-23 targets are based on the highest national quartile performance (top 25% of local authorities). This will ensure that we are aspiring towards excellent performance. The graphs below also show performance against the top quartile for our 15 nearest statistical neighbouring authorities.
- 3.3 The report also now includes a progress summary, which includes key progress updates and an update on engagement undertaken by the Directorate.

3.4 Progress Summary


- (a) **Performance Summary:** There hasn't been any significant movement in the performance outturn for quarter 2 compared to quarter 1. Improvement plans are in place where performance is not at target. There has been an improvement in "Percentage of people with a learning disability receiving long term support were in paid employment" with ongoing implementation of the action plan for this measure. Waiting list information has been provided in this report and evidence outlining the management oversight of waiting lists.
- (b) **Engagement Progress:** Key Directorate engagement activity during Quarter 2 was in relation to the draft Adult Social Care 5-Year Plan. We had a great number of ways for people to get involved, including meetings with key partners such as care providers, public sessions facilitated by Heads of Service, an online survey, pop-up sessions in Chelmsley Wood and in Solihull town centre, engagement with community and faith organisations, a press release and social media communications, and an email to individuals and carers currently in receipt of adult social care services. There was also engagement through regular meetings including Health and Wellbeing Board and Health and Social Care Scrutiny Board.

Other engagement activity during the Quarter includes work on Brokerage models (how we match people with care providers who can meet their needs), understanding resident experiences of hospital discharge services, and discussing the future day opportunities with care providers to inform a future commissioning of those services. We have also undertaken engagement exercises to inform our care at home model. These will all help us shape our services for the future.

3.5 Quarter 2 Performance Headlines:

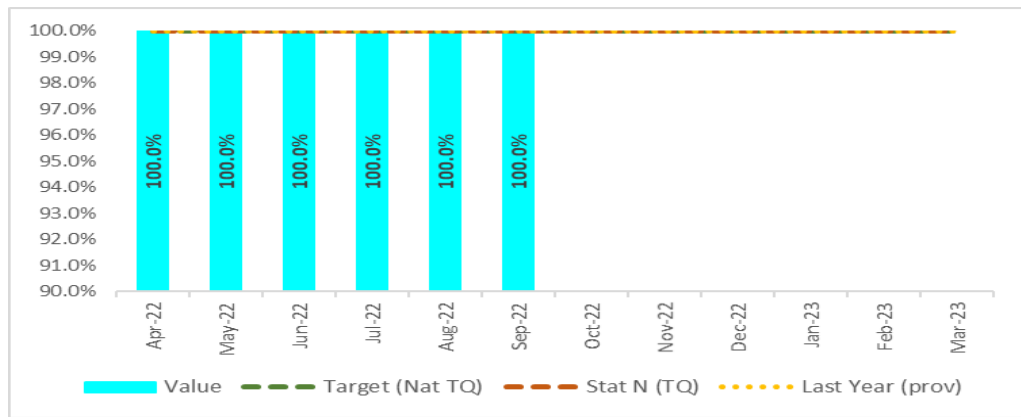
- (a) **Percentage of people who use services (aged 18+) and who receive self-directed support.**

Description: Self-directed support is part of the support planning process to help people manage their own support as much as they wish so they are in control of what, how and when support is delivered to match their needs.

Quarter 2 Outturn: 100% / **Quarter 2 Target:** 100% 


Quarter 1 2022-23 Outturn: 100%

National Comparison: Solihull's 2021/22 performance = Top Quartile



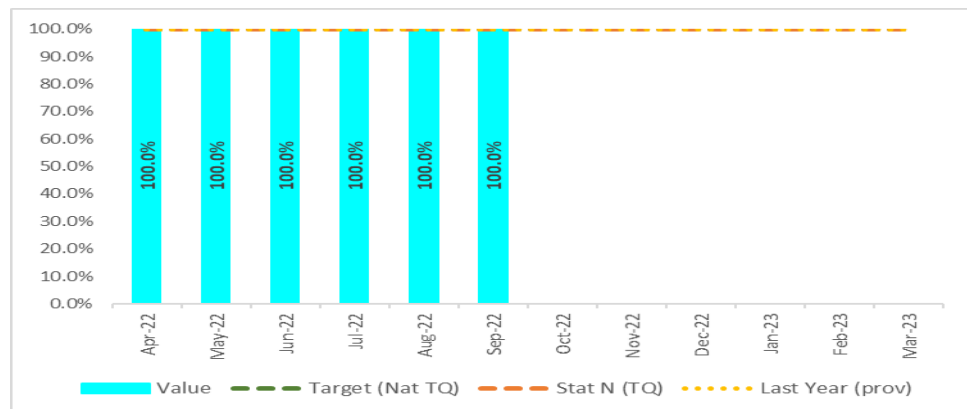
1658/1658 (100%) of people who receive long term support services were accessing self directed support. Performance against this measure is on target.

(b) **Percentage of carers who receive self-directed support**

Quarter 2 Outturn: 100% / **Quarter 2 Target:** 100% 

Quarter 1 2022-23 Outturn: 100%

National Comparison: Solihull's 2021/22 performance = Top Quartile



This measures the number of carers who received self-directed support or personal budgets (82) as a proportion of all carers receiving a carer's specific service (82) in the year to date. Performance for this measure is on target at 100%.

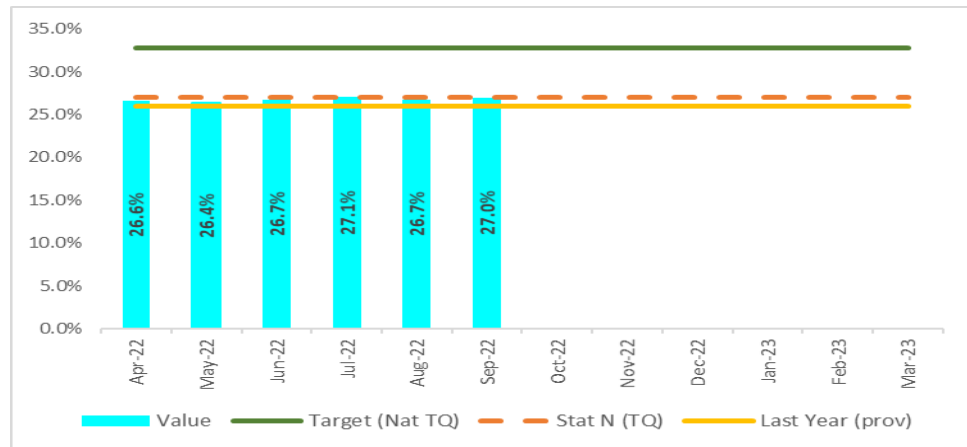
(c) **Percentage of people who use services (aged 18+) and who receive a Direct Payment (DP) either through a personal budget or other means**

Description: The above measure is used to understand the proportion of those people who have been through the self-directed support process and then go on to receive a direct payment.

Quarter 2 Outturn: 27% / **Quarter 2 Target:** 32.8% 

Quarter 1 2022-23 Outturn: 26.7%

National Comparison: Solihull's 2021/22 performance = Upper Middle Quartile



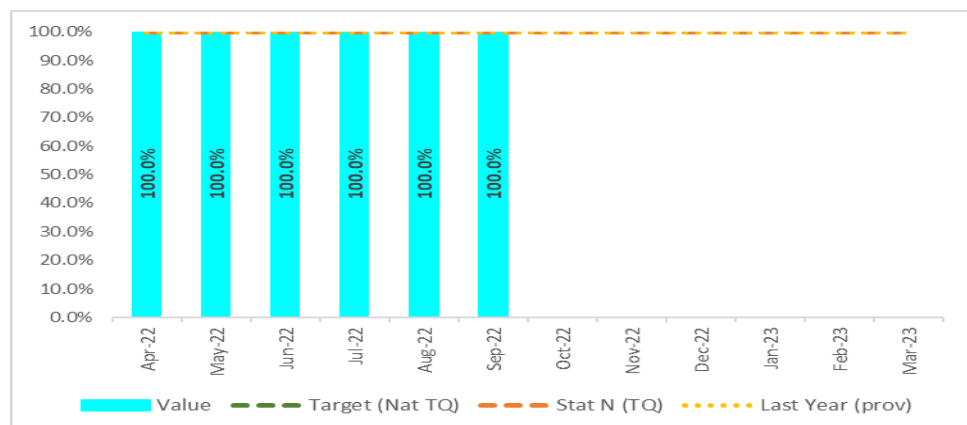
447 out of 1658 (27%) people receiving long term support received a direct payment (DP). Progress against this measure continues to be impacted by the increase in the overall number of people accessing care and support, most notably via hospital discharge pathways. The Principal Social Worker is collating good practice examples to illustrate the flexibility and innovative application of DPs to support in the promotion of this option.

(d) **Percentage of carers using social care and who receive a direct payment either through a personal budget or other means**

Quarter 2 Outturn: 100% / Quarter 2 Target: 100% ✓

Quarter 1 Outturn: 100%

National Comparison: Solihull's 2021/22 performance = Top Quartile



This measures the number of existing and new carers receiving direct payments (82) as a proportion of all carers receiving a carers' specific service (82) in the year to date. Performance for this measure is on target at 100%.

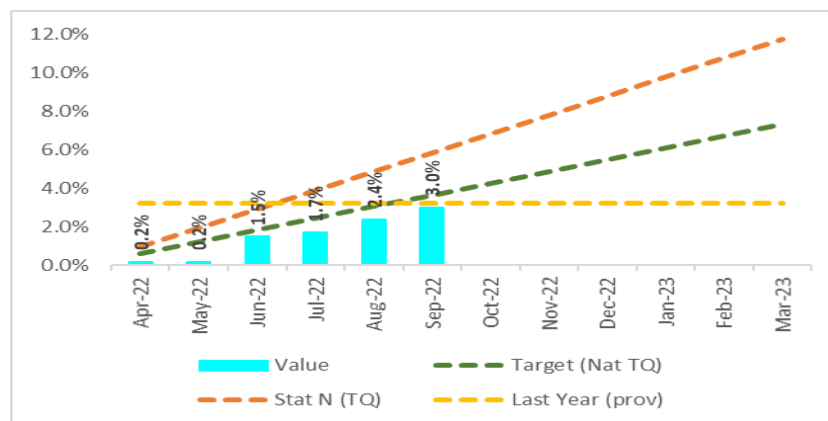
(e) **Percentage of people with a learning disability receiving long term support were in paid employment**

Description: This indicator is a measure of people with learning disabilities who receive social care funded support, have had a review this financial year, and are in paid employment- important for wellbeing and financial independence. **Note:** outturn is cumulative for the year.

Quarter 2 Outturn: 3% / **Quarter 2 Target:** 3.7% 🟡 End of year target is 7.3%.

Quarter 1 2022-23 Outturn: 1.5%

National Comparison: Solihull's 2021/22 performance = Lower Middle Quartile



16/539 adults with learning disabilities who have received a long-term service were recorded as in paid employment at the end of September. This is a cumulative measure. Although below target, the September return has continued to show evidence of progress. Performance is expected to improve during November to March as more annual client reviews take place and employment status is updated. Additional Council posts are to follow over the next quarter, further boosting the return, as well as a proposal for a pilot to support people aged 30+ to access support to become “job ready.”

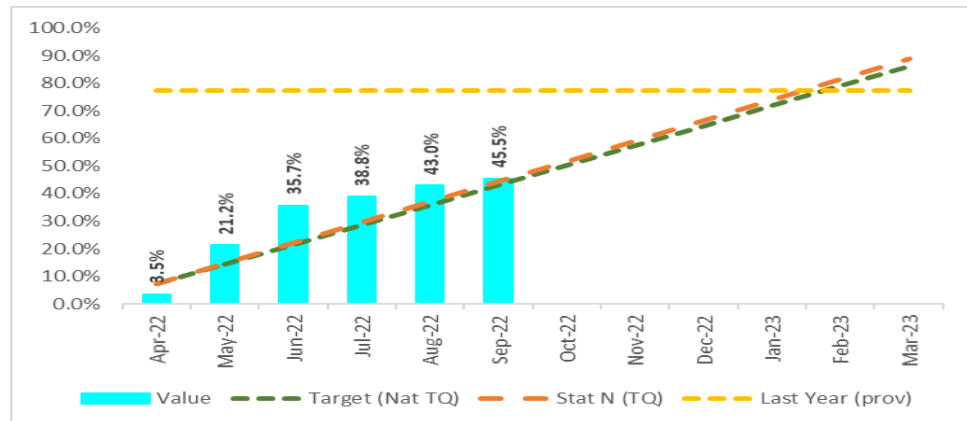
(f) **Percentage of people with a learning disability receiving long term support live in their own home or with their families.**

Description: This indicator is a measure of people with learning disabilities who receive social care funded support and live in their own accommodation i.e. not a care home or temporary accommodation. **Note:** outturn is cumulative for the year.

Quarter 2 Outturn: 45.5% **Quarter 2 Target:** 43.1% 🟢 End of year target is 86.1%

Quarter 1 Outturn: 35.7%

National Comparison: Solihull's 2021/22 performance = Lower Middle Quartile



245/539 (45.5%) people with learning disability were recorded as living in their own home or with family at end of September. Performance against this measure is on target.

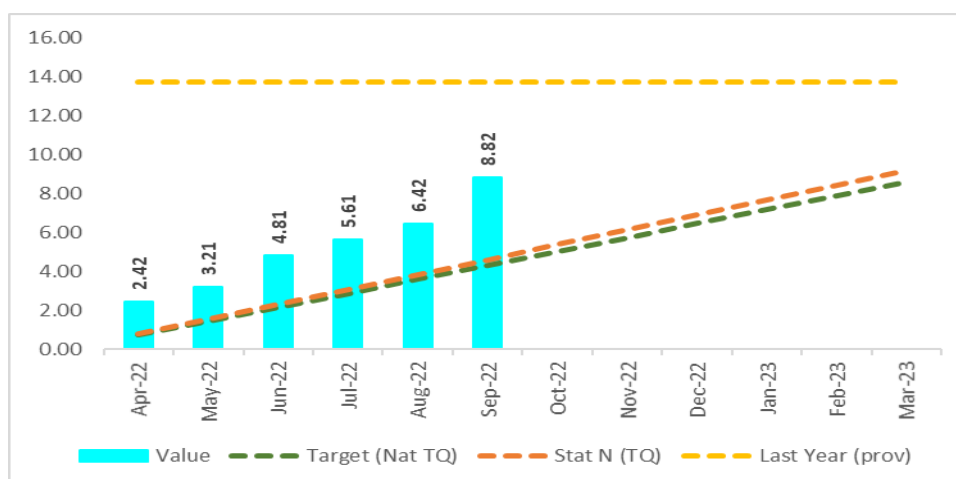
(g) **The number of people (aged 18 – 64) receiving long term support who were admitted to residential or nursing care homes, per 100,000 population**

Description: This is a measure reflecting the number of admissions of younger adults to residential and nursing care homes relative to the population size for this cohort. Research suggests where possible people prefer to stay in their own home rather than move into residential care. Avoiding permanent placements in residential care homes is a good indication of delaying dependency, and local health and social care services work together to reduce avoidable admissions. **Note:** outturn is cumulative for the year.

Quarter 2 Outturn: rate of 8.82 per 100,000 population / **Quarter 2 Target:** rate of 4.3 per 100,000 population ● End of year target is 8.6 per 100,000.

Quarter 1 2022-23 Outturn: 4.81 per 100,000

National Comparison: Solihull's 2021/22 performance = Lower Middle Quartile



There were 11 admissions between April and September 2022 (at a rate of 8.82 per 100,000 population) meaning performance is outside target. The data includes three people who are full cost contributors who would not have ordinarily been included in this measure, and this is impacting on performance. In a small number of cases, it is appropriate for a person to move into residential / nursing care in order to achieve a greater quality of life. This is in accordance with the Adult Social Care Offer – ‘Our Offer to You.’ An audit of additional placements made during 2022/23 to determine appropriateness of placements has been completed. All placements were identified as appropriate. An improvement plan is in place for this measure.

(h) **The number of people (aged 65 and over) receiving long term support who were admitted to residential or nursing care homes per 100,000 population**

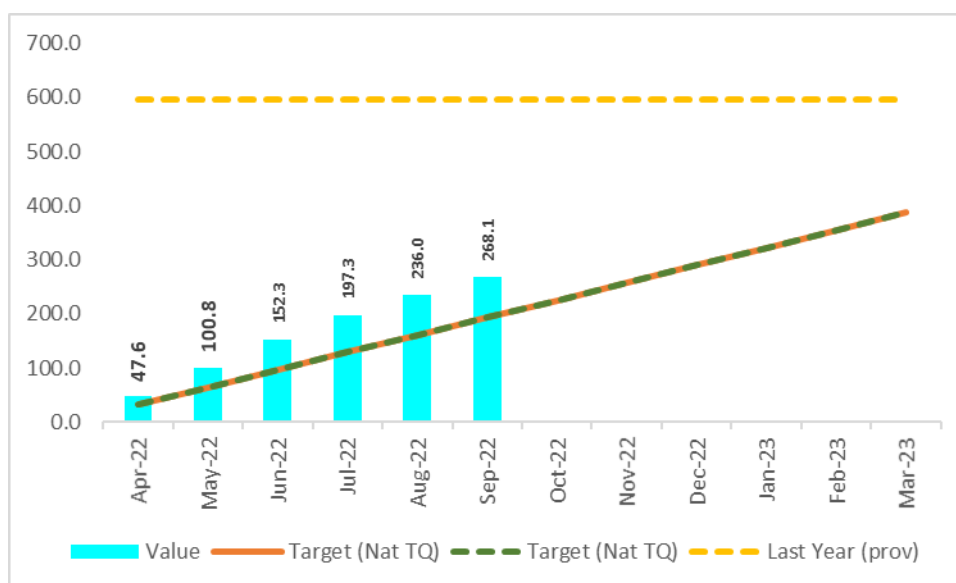
Description: This is a measure reflecting the number of admissions of older people to residential and nursing care homes relative to the population size for this cohort. Research suggests where possible people prefer to stay in their own home rather than move into residential care. Avoiding permanent placements in residential care homes is a good indication of delaying dependency, and local health and social care services work together to reduce avoidable admissions. **Note:** outturn is cumulative for the year.

Quarter 2 Outturn: 268.13 rate per 100,000 / **Quarter 2 Target:** rate per 193.5

● End of year target is 386.8 per 100,000.

Quarter 1 Outturn: 152.3 rate per 100,000

National Comparison: Solihull’s 2021/22 performance = Lower Middle Quartile




There were 125 admissions between April and September 2022 against a target of approximately 88. Therefore, this measure is currently outside target. Performance continues to be impacted by the inclusion of full cost contributors in line with the National Hospital Discharge Policy. Of the placements arranged for this financial year 19% (24) are full cost contributors. Additionally, the impact of admissions from hospital is noted, with 37.6% (47) of placements being facilitated from discharge. With the expansion of the Early Response Service and a defined pathway to support early intervention and preventative measures, as well as promotion of the benefits of extra care housing, it is hoped that a reduction or delay in longer term care and support needs will be realised.

(i) **Percentage of people discharged from hospital into reablement were still at home 91 days later**

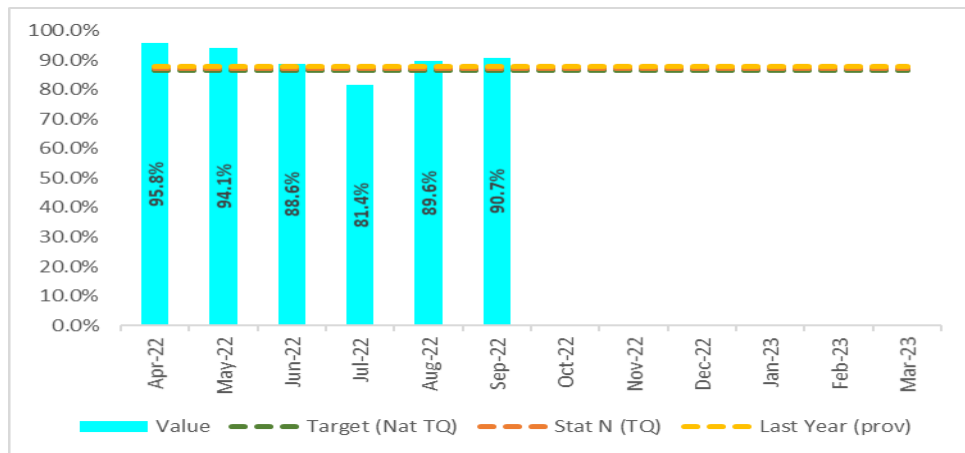
Description: This measures the benefit to individuals from reablement, intermediate care and rehabilitation following a hospital episode, by determining whether an individual remains living at home 91 days following hospital discharge

This is Better Care Fund plan measure for Solihull where the target was agreed with NHS England and measures how successful reablement was for people. The indicator is measured once a year during the months of January – March. However it is monitored locally for monitoring purposes.

Quarter 2 Outturn: 90.7% / **Quarter 2 Target:** 86.3% 

Quarter 1 2022-23 Outturn: 88.6%

National Comparison: Solihull's 2021/22 performance = Upper Middle Quartile



54 older patients were discharged from hospital between January and June 2022 and were provided with a reablement service. 91 days after the start of their reablement plan, 49 people were recorded as being at home (90.7%). Performance against this measure is above target. We continue to contact individuals no longer open to Adult Social Care, to understand their current situation in line with the requirements of this measure.

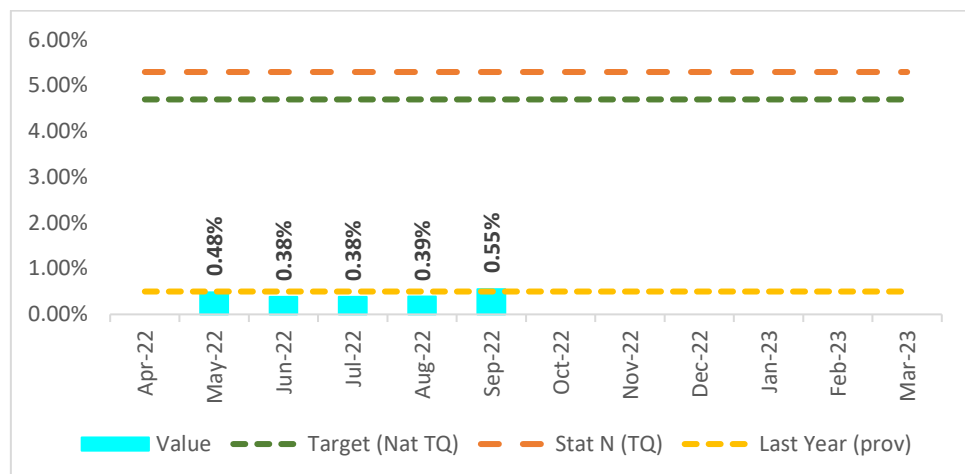
(j) **Proportion of older people (65 and over) who were received reablement/ rehabilitation services after discharge from hospital**

Description: The numerator is the number of older people who are discharged from acute or community hospitals from hospital to their own home or to a residential or nursing care home or extra care housing for rehabilitation, with the clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting). The denominator will be the total number of older people discharged from hospitals.

Quarter 2 Outturn: 0.55% / **Quarter 2 Target:** 4.7% ●

Quarter 1 2022-23 Outturn: 0.38%

National Comparison: Solihull's 2021/22 performance = Bottom Quartile



There were 71 older people who were discharged from hospital to have reablement services starting between 1 April 2022 and 30 September 2022. This is the first year we have reported this measure on a monthly basis and the percentage outturn is based on an assumption that the hospital discharge rate at end of 2021-22 is the same as during 2020-21. Some reablement pilot services have not been included in this measure, therefore we are working on revising the data to ensure that these services are included. Improvements to this measure will be seen in Q3 of 2022/23.

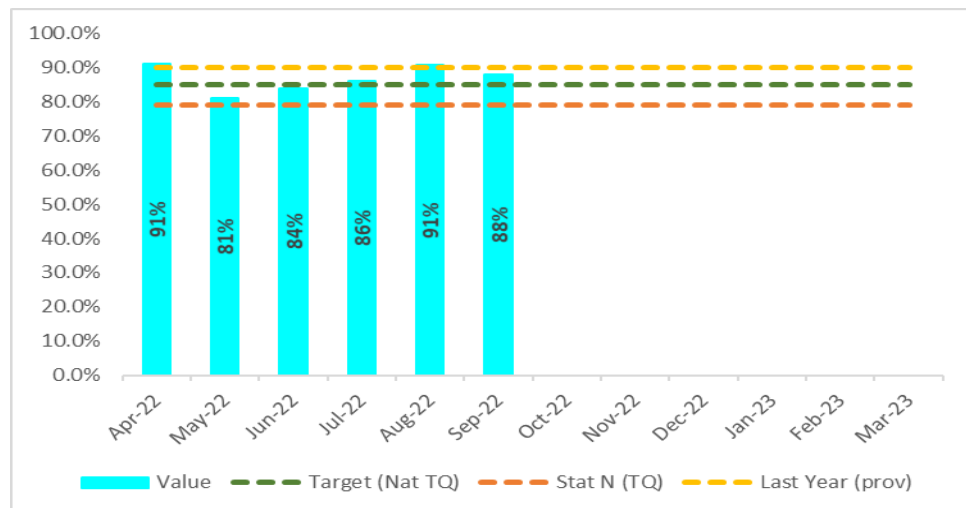
(k) **Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level**

Description: This measure is the number of new clients where the sequel to Short Term Support to maximise independence was: Ongoing Low-Level Support, Short Term Support (Other), No Services Provided - Universal Services/Signposted to Other Services or No Services Provided - No identified needs divided by number of new clients who had short-term support to maximise independence.

Quarter 2 Outturn: 88% / Quarter 2 Target: 85% ✓

Quarter 1 2022-23 Outturn: 84%

National Comparison: Solihull's 2021/22 performance = Top Quartile



There were 74 episodes of reablement between 1st April 2022 and 30 September 2022. Of these, 65 (88%) resulted in no on-going support. Therefore, performance is on target at the end of Quarter 2.

3.6 Waiting lists

Below is a table showing waiting list information for the end of Quarter 2 2022-23, based on snapshot data extracted at the end of September 2022.

Waiting lists are monitored by Team Managers. Individual situations are risk-assessed in order to determine how quickly a social care practitioner needs to be assigned to work with someone. Where situations require an urgent response, this is facilitated on the same day. Waiting lists are monitored every working day and we retain contact with individuals waiting, and the list is re-prioritised if individual circumstances change. National recruitment issues affecting both Social Work and Occupational Therapy teams continue to be a challenge. However, an improvement plan remains in place and is anticipated to deliver further improvements. The Mental Health Team has been further impacted by increased demand for Mental Health Act assessments. Additional resources have been secured to support with this increased demand. We have also seen the benefit of a newly commissioned Metal Health Enablement Service to support people to regain their independence.

Team	September Total Cases Awaiting Assessment	September Average Wait (Days)
All Age Disability Team	17	17
Community Older People's Team	0	0
Mental Health Team	86	122
Transitions Team	2	40
Occupational Therapy	199	68

4. What options have been considered and what is the evidence telling us about them?

4.1 Not applicable

5. Reasons for recommending preferred option

5.1 Not applicable

6. Implications and Considerations

6.1 State how the proposals in this report contribute to the priorities in the Council Plan:

Priority:	Contribution:
Economy: 1. Revitalising our towns and local centres.	Not applicable

<ul style="list-style-type: none"> 2. UK Central (UKC) and maximising the opportunities of HS2. 3. Increase the supply of housing, especially affordable and social housing. 	
<p>Environment:</p> <ul style="list-style-type: none"> 4. Enhance Solihull's natural environment. 5. Improve Solihull's air quality. 6. Reduce Solihull's net carbon emissions. 	Not applicable
<p>People and Communities:</p> <ul style="list-style-type: none"> 7. Take action to improve life chances in our most disadvantaged communities. 8. Enable communities to thrive. 9. Sustainable, quality, affordable provision for adults & children with complex needs. 10. Promoting employee well-being 	All actions and ASCOF indicators support the development of services for adults

6.2 Consultation and Scrutiny:

6.2.1 None

6.3 Financial implications:

6.3.1 None arising from this information report

6.4 Legal implications:

6.4.1 None arising from this information report

6.5 Risk implications:

6.5.1 None arising from this information report

6.6 Equality implications:

6.6.1 None arising from this information report

7. List of appendices referred to

7.1 None

8. Background papers used to compile this report

8.1 None

9. List of other relevant documents

9.1 None