

Meeting date: 25th September 2018
Report to: Cabinet Member for Health & Wellbeing



Subject/report title: ADULT CARE AND SUPPORT PERFORMANCE PROGRESS REPORT QUARTER 1 2018-19
Report from: Director of Adult Care and Support
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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

Exempt by virtue of paragraph: Select an Exemption paragraph from the Quick Parts drop-down list

1. Purpose of Report

1.1 To update Cabinet Member on Adult Care and Support (ACS) performance progress across a range of national and local adult social care and support performance measures at year end / end of Quarter 1 2018-19.

1.2 Decision(s) recommended

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

2. What is the issue?

2.1 Adult Care and Support performance is measured in line with the Department of Health (DH) national Adults Social Care Outcomes Framework (ASCOF) performance framework through a range of key performance indicators divided into 4 priorities (known as domains). These are:

Domain 1: Enhancing quality of life for people with care and support needs

Domain 2: Delaying and reducing the need for care and support

Domain 3: Ensuring people have a positive experience of care and support

Domain 4: Safeguarding people whose circumstances make them vulnerable.

- 2.2 All local authorities in England are required to submit data to the Department of Health (DH) and to report on the key ASCOF performance indicators annually after year end through statutory returns. Solihull ACS measures performance against these ASCOF indicators and some local indicators throughout the year to be able to gather the information for the statutory returns, and to understand how well the needs of people who use our services are being met against the 4 domains.
- 2.3 The process of completing the statutory returns for the year end 2018-19 has been completed and was submitted to the DH in June 2018.
- 2.4 2016-17 benchmarking data is being used in this report to compare performance in relation to quartiles and national / comparators as the 2017-18 national figures are not published until the autumn 2018. When this is available, benchmarking will be updated and used as comparator information against Solihull's performance measures.

2.5 **Changes to provisional year end figures:**

There have been no changes to the provisional figures reported to Cabinet Member in the report of 31st July 2018 covering year end / quarter 4 2017-18 performance.

2.6 **Quarter 1 Performance Headlines:** At the end of quarter 1, year end 2017-18:

- **100% of safeguarding plan reviews** were completed within timescale in the quarter. A review should occur within 6 months of a safeguarding plan being opened and no less than every 6 months thereafter. A process is in place in the teams to ensure this is sustained throughout the year.
- **The number of people (aged 18 – 64) receiving long term support who were admitted to residential or nursing care homes** during the quarter was 6 (*a rate of 4.95 per 100,000 population*). The target for this measure is to not exceed a total of 14 people admitted in the year (*a rate of 12.00 per 100,000 population*). Therefore currently performance is slightly higher than trajectory to meet the target.

Solihull is in the top quartile nationally and against comparators for residential and nursing care admissions for this age group.

- **96.5% of people who use services (aged 18+) and 100% of carers receive self directed support.** 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.

Direct Payments: The second part of the above measure is 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. As more people continue to be encouraged to take up direct payments, the proportion of people taking up direct payments is 36.6% and is above the target of 29%. This is above comparator and national averages of 27% and 28%, respectively. When the

latest national benchmarking is published later in the year, the increase over the last year could place Solihull in the top quartile.

All carers who use services receive direct payments.

- **The number of people (aged 65 and over) receiving long term support who were admitted to residential or nursing care homes** during the quarter was 68 (*a rate of 151.2.8 per 100,000 population*). This is currently above the trajectory to meet the year end target not to exceed 252 admissions (*a rate of 560.2 per 100,000 population*) as set as part of the Better Care Funding planning process for 2017-19.

Solihull is in the upper middle quarter nationally and against comparators for residential and nursing care admission for this age group.

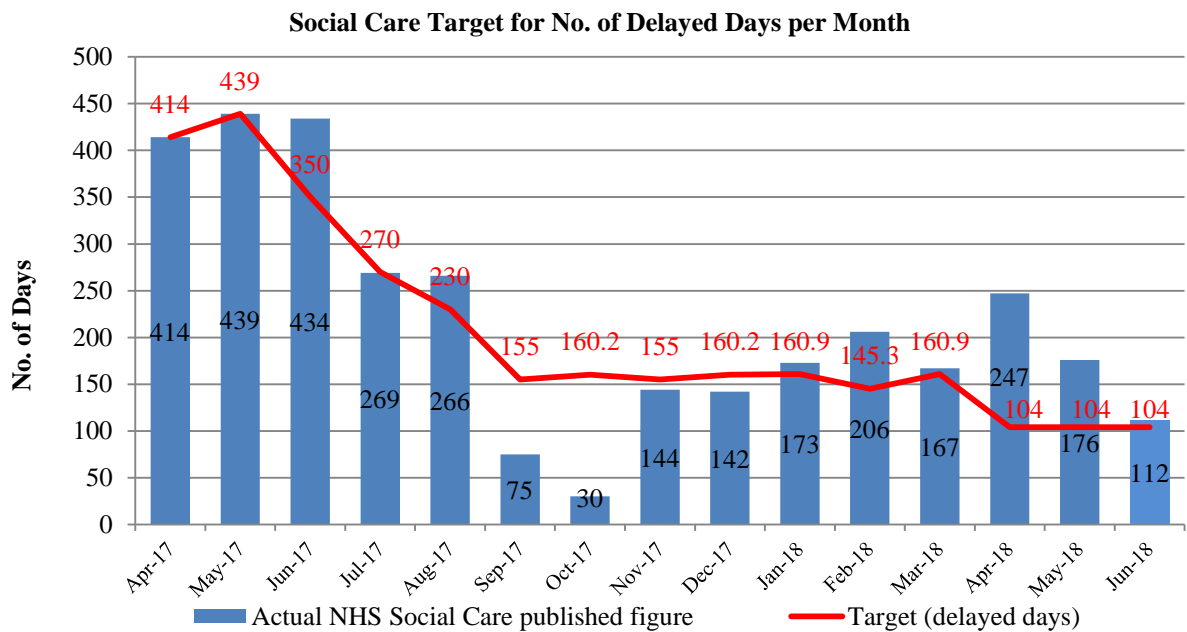
Robust processes are in place for the scrutiny of all permanent admissions and all cases were required due to the level of need of the individual and cost effectiveness.

- **83% of people discharged from hospital into reablement were still at home 91 days later.** This is a measure of how successful reablement was for people and is measured for 3 months of the year, January to March. This is a Better Care Fund plan measure for Solihull where targets are in the final stages of being negotiated and will be confirmed in the next report.

This is measured locally throughout the year and the Reablement review has a focus on the performance of this measure.

- **Delayed Transfers of Care (DToC) from hospital attributable to social care.** The graph below shows provisional revised monthly targets (from March 2018 to date) of 104 delayed days per month while final DToC are negotiated with NHS England as part of the Better Care Fund and DToC ambitions for 2018-19.

In quarter 1, there has been a significant reduction in the total number of delayed days attributable to social care from 247 days in April 2018 to 112 in June 2018 – slightly above target. Solihull's ranking for DToC has improved from a position of 131st out of 151 local authorities in April 2018 to 85th in March 2018.



Data source: NHS England via NHS Digital

- The real challenge will be sustaining performance throughout the winter months. The embedding phase of SMBCs ‘care at home’ re-procurement and limited ‘nursing care home’ capacity, means that the DToC system is still fairly challenged.
- Improvements over the last 12 months have been as a result of the changes overseen through the Support U Home workstream of the Solihull Together Programme. This work is on-going and includes:
 - Work to determine the 18/19 position with respect to the bed capacity and early discussions on the longer term model and approach to ‘bed-based’ provision.
 - Improved communication between the intermediate care bed in-take team and Adults Care & Support has improved the flow into this service. A revised criteria has supported this.
 - Incentivising of providers for same day discharge from hospital and further development of the provider market place.
 - Review of reablement and the supported integrated discharge (SID) model.
 - Piloting of an extra care flat to support hospital discharge.

More robust out of borough delays and validation processes have been put in place and a social care DToC performance dashboard is in place to monitor performance.

- **14.8% of people with a learning disability receiving long term support live in their own home or with their families.** This is below the profiled cumulative target for quarter 1 of 20%. However, as more people have a review during the year this will increase as there will be more people recorded

as part of their review as living in their own home. The year end cumulative target is 80%.

Solihull is in the lower middle quartile nationally and against comparators for adults with a primary support reason of learning disability who live in their own home with their family.

- **2.25% of people with a learning disability receiving long term support were in paid employment** at the end of quarter 1 indicating the year end cumulative target of 3.5% should be met. This equates to 11 people in paid employment, an increase of 1 person in the quarter.

There are an additional 64 people with a learning disability who receive short term or community based services who were supported into paid employment.

Solihull is in the bottom quartile nationally and against comparators for adults with a primary support reason of learning disabilities and with a long term support event in paid employment.

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

3.1 Not applicable.

4. Reasons for recommending preferred option

4.1 Not applicable.

5. Implications and Considerations

5.1 Delivery of the Council's priorities:

How will the options/proposals in this report contribute to the delivery of Council Priorities (*select which priority/priorities and also specify which key programme/s*):

- Improve Health and Wellbeing – None
- Managed Growth - None
- Build Stronger Communities - None
- Deliver Value - None

5.2 Implications for children and young people, vulnerable groups and particular communities:

5.2.1 None arising from this information report.

5.3 Consultation and Scrutiny:

5.3.1 None.

5.4 Financial implications:

5.4.1 None arising from this information report.

5.5 Legal implications:

5.5.1 None arising from this information report.

5.6 Risk implications:

5.6.1 None arising from this information report.

5.7 Statutory Equality Duty:

5.7.1 None arising from this information report.

6. List of appendices referred to

6.1 None.

7. Background papers used to compile this report

7.1 None

8. List of other relevant documents

8.1 None