

## Adult Social Care – Quarter 3 2011-12 Performance Report

Tina Hornsby – Head of Performance and Informatics – NHS Peterborough

### Introduction

The following report seeks to evidence delivery against the four outcome domains within the national Adult Social Care Outcomes Framework:

- 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 that people have a positive experience of care and support
- Domain 4 - Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

This report has been constructed to provide summarised information on the following:




- An overview of progress on priority areas within these four outcomes
- An updated position with regard to progress against national and local performance indicators
- An update on the status of key projects which are underway to achieve these priorities
- Additional activity data where this is appropriate
- Examples of the impact of our work on service users and carers in Peterborough

### Key

**RAG (Red/Amber/Green) = Performance and risk status**

RED Behind target and plans are not likely to bring back on target  
AMBER Behind target but plans in place and likely to resolve issues or behind target but good comparative performance/progress  
GREEN On target

### Direction of Travel

 Improving  
 Deteriorating  
 Remaining static

# Outcome 1: Promoting personalisation and enhancing quality of life for people with care and support needs

## Summary of Key Priorities

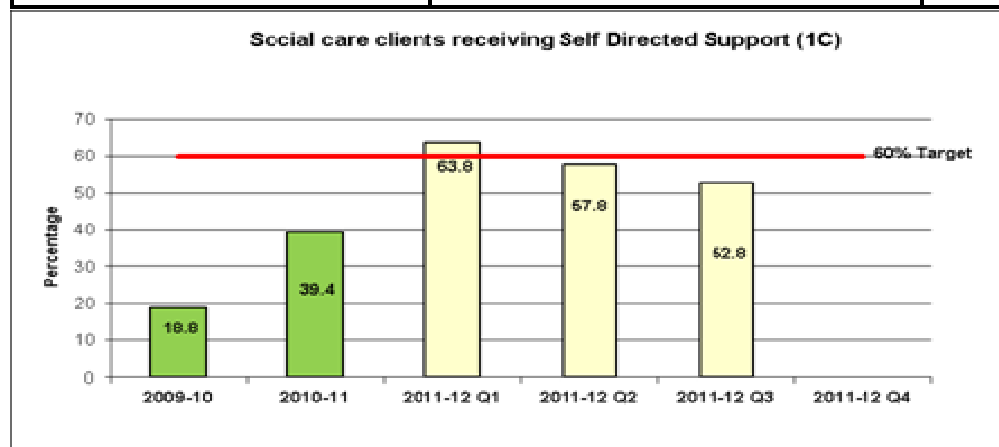
### Personal budgets and self directed support:

- We will make sure systems are in place to allow people who require social care support to easily find and choose quality support, and control when and where services are provided, and by whom;
- For those people eligible for council funding, the amount available to them is known prior to the person starting to make their support plan;
- We want people to have the ability to spend all of their money in a way that they choose, including being able to mix directly purchased and council provided services; and
- We will support people planning their own support, either directly or through the use of commissioned services in the third sector or via peer support and support from people who are experts by experience.

### Information and Advice:

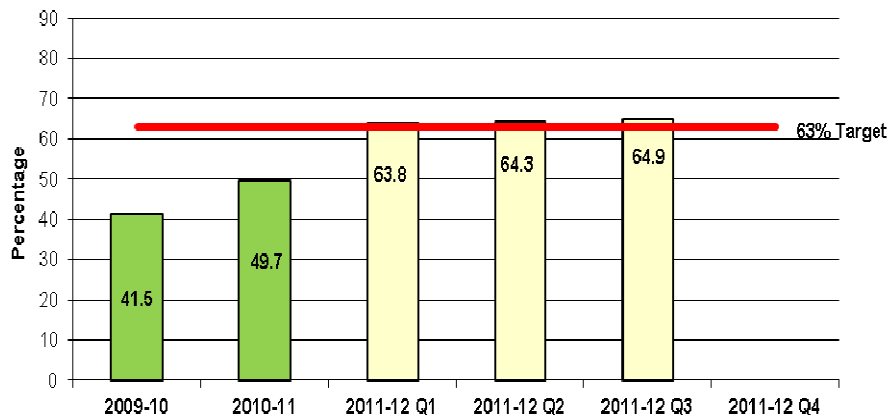
- We will create a universal information and advice system for adult social care. Everyone needs universal access to information and advice to ensure they can live their lives and choose the best support regardless of how that is funded. All people should be able to access universal services such as transport, leisure and education facilities, housing, health services and opportunities for meaningful occupation and get on with living their lives.
- Good information (which is current, relevant and accurate) is essential for all adults and their relatives who need, or may need support in order to live their lives. Good information should help people make wise choices, enable them to take control and help prevent people from losing their abilities, skills and independence.
- Our challenge is to ensure that everyone with a social care need (no matter how large or small) can find the information to meet their need, in a form and through a channel appropriate to them.

NATIONAL PERFORMANCE INDICATORS: DASHBOARD			
Indicator	Comment	Direction of travel	Q3 RAG
Self reported patient experience	No update – 2011-12 survey is currently being undertaken	↔	Green
Adults with learning disabilities in paid employment	124 in paid work – 64 work experience and 18 voluntary work as at November 2011	↑	Green
Adults and older people receiving self directed support (SDS)	As at end December 2011 2710 people were in receipt of SDS, 45.8% of the number of all people expected to have received a service in 2010-11 and 52.8% of those receiving a service year to date.	↓	Amber
Adults in contact with mental health services in paid employment	78 adults of 977 accessing mental health services known to be in employment	↔	Green
Adults with learning disabilities in settled accommodation	492 out of 662 adults with learning disabilities know to the Council are in settled accommodation	↑	Amber
Adults in contact with mental health services in settled accommodation	634 out of the 977 adults in contact with mental health services were in settled accommodation.	↑	Green

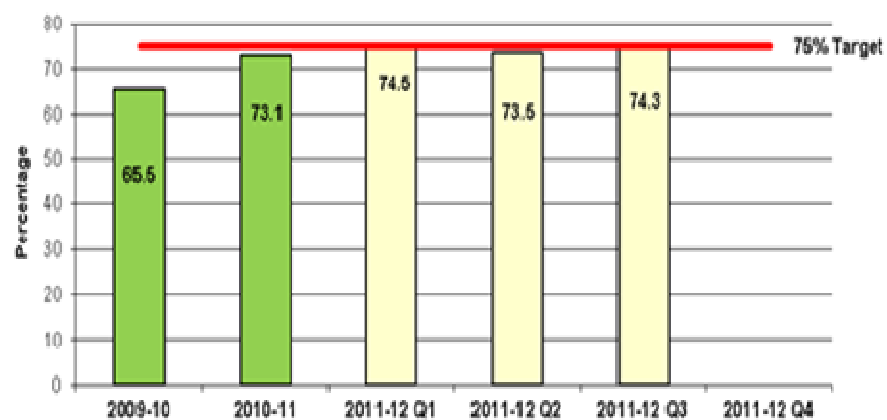


See also self directed support dashboard at Appendix 1

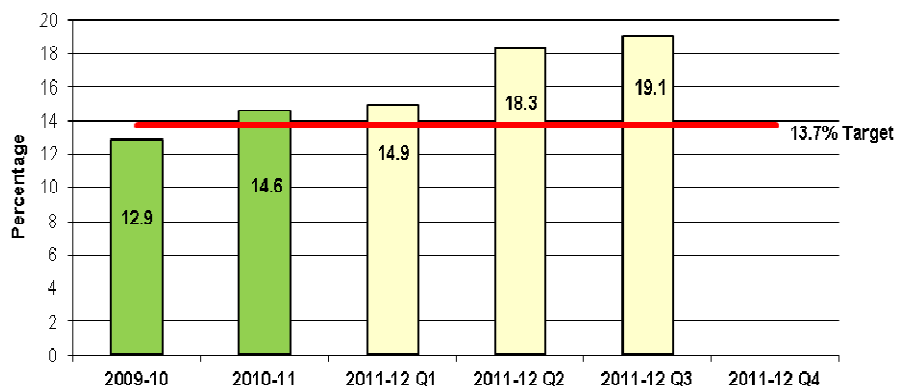
**Adults in contact with secondary mental health services in settled accommodation (1H)**



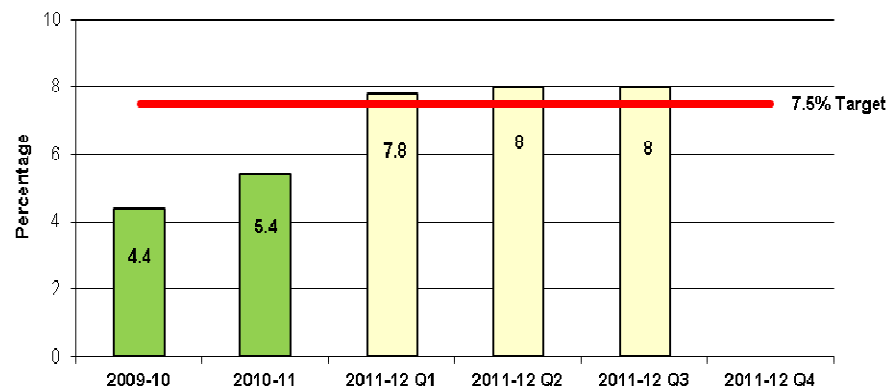
**Adults with learning disabilities in settled accommodation (1G)**



**Adults with learning disabilities in employment (1E)**



**Adults in contact with secondary mental health services in employment (1F)**



## Promoting personalisation and enhancing quality of life for people with care and support needs

### Related Projects

Project	Description	Progress update	Status
<i>Living My Life - Support planning</i>	Putting in place support planning and personal budgets for 60% of all Adult Social Care customers	As at 30 November 2011 54.55% of customers had personal budgets. A system is now in place to audit all reviews which take place within PCS and do not result in a personal budget, in order ensure personal budgets are always being offered when appropriate.	<b>Amber</b>
<i>Living My Life - Risk enablement</i>	Developing a risk enablement policy and guidance that supports customers making decisions around their personal budgets – then rolling out the policy and creating a culture that extends choice and control.	Completed; the policy will be reviewed in March 2012.	<b>Green</b>
<i>Living My Life - Advice and information</i>	Creating a universal advice and information offer – which connects through to the front door for Adult Social Care via a partnership with statutory, voluntary and private sector providers.	A range of advice and information resources have been developed. Further development of Peterborough Direct to support ASC information will be picked up in March 2012. The Online Directory project is currently under review.	<b>Amber</b>
<i>Adult Placement Scheme for people with learning disabilities</i>	Expanding the number of people who can benefit from this scheme which has good outcomes and is cost-effective. Investment in marketing and capacity to promote	We now have 12 sets of carers supporting 25 service users in all. The Scheme offers a range of support i.e. some carers offer Respite, some offer Day Care, some offer full time, permanent (live-in)support, it is all dependent on need of individuals and the skills/knowledge of the carers. We work together with service users to match individual need with skills/ability of carers. We are currently in the process of producing the tools (Leaflets'/Posters/Banners) to support the promotion of the scheme and working with the Communications Team to promote the scheme ie via the local press (local papers, free magazines, radio).	<b>Green</b>

### Additional Key Activity Data

NUMBER OF PEOPLE RECEIVING DIRECT PAYMENTS WHO DID NOT HAVE ONE PREVIOUSLY	2010/11	Q1 – 11/12	Q2 – 11/12	Q3 – 11/12	Q4 11/12
Older People	92	13	20	7	
People with a learning disability	28	2	2	1	
People with physical and sensory disabilities	56	13	13	9	
Mental Health (18-64)	8	12	13	3	
Substance Misuse	0	0	0	0	
Carers	21	2	0	11	
Total	205	42	48	31	

The number of new Direct Payments dipped in quarter 3 and it is expected that the full year numbers will be lower than 2010-11 YTD numbers total 121.

## **Personalisation and enhancing quality of life**

A Living My Life survey was undertaken over November and December 2011, the final report is undergoing consultation currently but initial analysis of the returns indicates the following:

- Half of respondents were satisfied with being able to access ASC information, however, 25% described getting information as 'difficult'
- 86.8% found the social care worker 'polite and helpful' during their first contact with a social work team, with 80% describing the information they received as 'quite useful' or 'very useful'
- Three quarters of respondents stated they had received the support they required to complete their SAQ
- Around 20-25% of people had received some support with SAQ completion or support planning from a voluntary sector organisation.
- The following comments were received when asked what could be done to improve the service people receive:
  - "Your service is very good but I do find it awkward when I am given conflicting information depending on which member of your team I am speaking to."
  - "More and better coordination with depts. – too many people involved."

## **Carers Information and Advice events**

Further information and advice and taster events have been provided for Peterborough carers during Quarter 3. Including:

- At the end of September 2300 Carers newsletters were sent out
- During October PCT staff attended an Alzheimer's Society carers drop in day to provide information on local support services for carers
- At the end of October a Carers Health Day took place at Peterborough City College offering free taster and information and advice sessions.
- 2 December – A Carers Rights Day was held at the Town Hall - to inform carers of the rights, benefits and services they are entitled to. Local organisations were present to give carers advice on money matters, carer's allowance, and how to get support in their caring role.

## Outcome 2: Preventing deterioration, delaying dependency and supporting recovery.

### Summary of Key Priorities

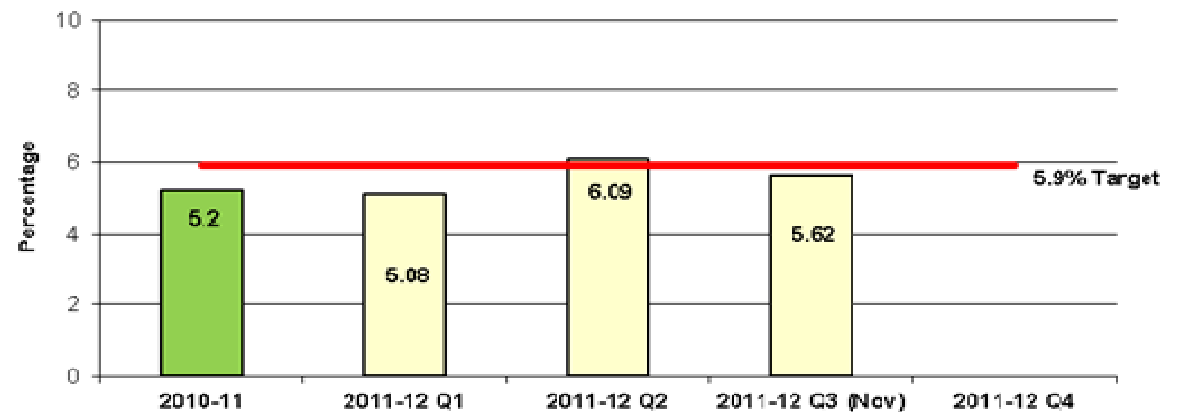
The Peterborough *Living My Life* programme says about prevention and re-ablement:

- We want people to have access to support that will help them to stay independent for as long as possible.
- When people need some help to regain independence to live in their own home after an accident or a period in hospital, we want to be able bring all partners together to provide some intensive time limited support to help people get back to living their life as quickly and independently as possible.
- We will make sure that the council and the NHS are working jointly to make supports like telecare and telehealth (sometimes also called assistive technology) available as an option for those who need it.
- Information will be available about the assistive technology so that people can make informed choices.

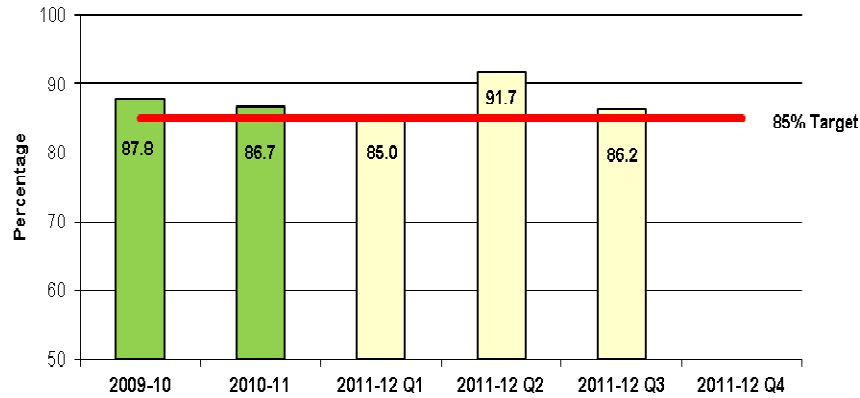
### NATIONAL PERFORMANCE INDICATORS: DASHBOARD

Indicator	Comment	Direction of travel	Q3 RAG
Permanent admissions to residential care homes per 1,000 population age 65+	44.3 against a full year target of 79 admissions per 10,000 of the population aged 65 and over. This is 77 actual permanent admissions.	↔	Green
Permanent admissions to residential care homes per 1,000 population age 18-65	1.31 against a full year target of 1.1 admissions per 10,000 of the population aged 18-64. This is 10 permanent admissions.	↓	Amber
Delayed transfers of care from hospitals per 100k population	Average number of delays year to date as at Nov 2011 had reduced to 5.62, within target and lower than the previous quarter.	↑	Green
Proportion of people achieving independence 3 months after entering intermediate care	86.2% of older people discharged from hospital into intermediate care were living independently at home 3 months later	↓	Green
Proportion of carers receiving an assessment or review in the year	Performance at 28.7% has recovered slightly in Quarter 3 but is still behind target and the 2010-11 out-turn. National average is 28.7%	↑	Amber

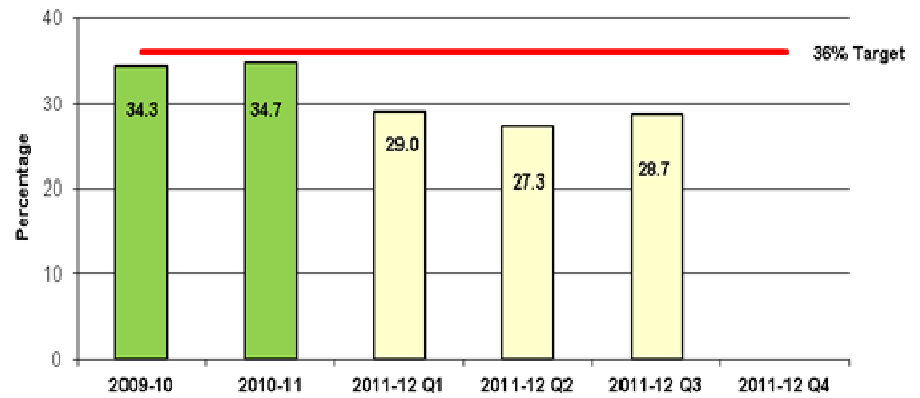
Delayed Transfers of Care (2C)



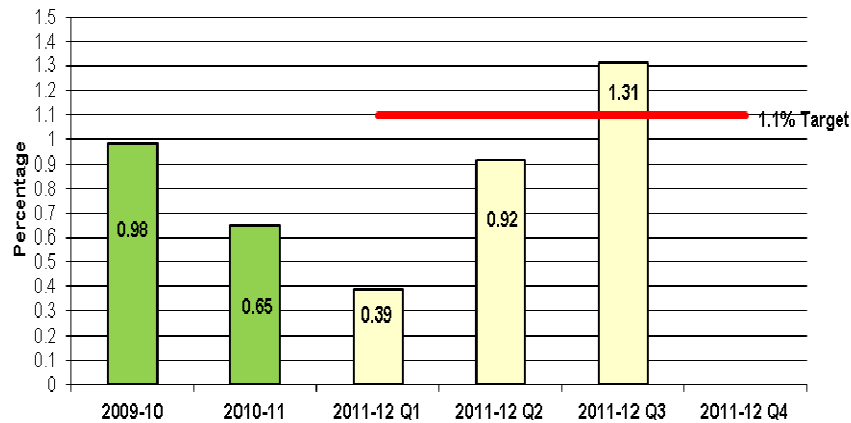
**Achieving independence for older people through rehab/intermediate care (2B)**



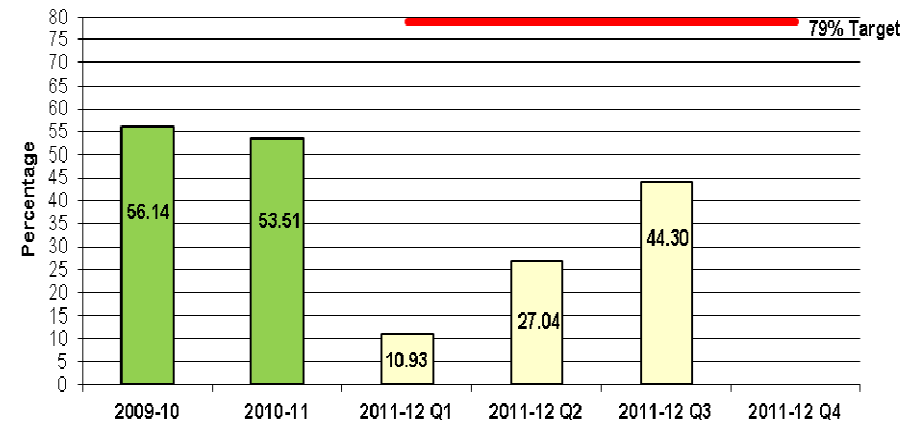
**Carers receiving needs assessment or review and a specific carer's service, or advice and information**



**Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care per 10,000**



**Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care per 10,000**



Preventing deterioration, delaying dependency and supporting recovery Related Projects			
Project	Description	Progress update	Status
<i>Disability Sports Development Project</i>	A refocusing of the learning disability day services to enable people to have access to sports and recreation.	This role has been mainstreamed	Amber
<i>Living My Life – Reablement</i>	To provide customers with effective re-ablement and home based support services in order that they are assisted to live as independently as possible in their own home.	Initial phases implemented; reablement service available at discharge from hospital and for new referrals to community social work teams. Independent sector providers are being used to increase capacity.	Amber
<i>Learning Disability Intensive Community Support Team</i>	Provision of an intensive community support service to support people returning to Peterborough from out of area residential placements.	The Intensive Support Team has identified 30 people who can return to Peterborough over the next 3 years. Seven people are already in new support and care packages in the City with another 6 planned before the end of March 2012. Preparatory work is underway for the next group of people who are likely to return in 2012-13.	Amber

#### Additional Key Activity Data

#### Intermediate Care Services

ACTIVITY AREA	2010/11	Q1 – 2011/12	Q2 – 2011/12	Q3 - 2011/12	Q4 – 2011/12	Total YTD
<b>Intermediate Care Services to prevent hospital admissions</b>						
Number of people receiving <b>non-residential</b> intermediate care to prevent hospital admission	196	81	43	63		187
Number of people receiving <b>residential</b> intermediate care to prevent hospital admission	242	49	43	89		181
<b>Intermediate Care Services to facilitate timely hospital discharge and / or effective rehabilitation</b>						
Number of people receiving <b>non-residential</b> intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	741	58	36	60		154
Number of people receiving <b>residential</b> intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	282	102	94	56		252



## Re-ablement Case Studies

Mrs F started with the re-ablement service receiving 3.5 hours a week and needed no care/support at the end. Her and her husband sent a complimentary letter to the service, including the following paragraph:

“I know that your Re-ablement Service is in it’s infancy but I do want you to know that we have been totally satisfied with all the input help and advice we have received and this is to be highly commended. All of your people have been extremely kind and caring and showed great commitment to the work they are doing. You, and they, are all to be congratulated. An excellent service which we hope goes from strength to strength.”

Mrs G was supported by the team after she fractured her pelvis and wrist following a fall near her home. After a two week stay in Peterborough City Hospital she was well enough to return home, but struggled with everyday activities like getting into and out of bed, washing, dress and preparing meals. She was visited by an occupational therapist from the re-ablement team before she left hospital, with a follow up visit at home.

Mrs G said “At first I couldn’t do things most people take for granted. I wasn’t very mobile and I’d lost confidence. Anne (OT) arranged equipment for me, such as a heightened toilet seat, a grab rail next to my bed and a walking frame. She also arranged for carers to visit me four times a day, every day, but as I gradually improved I could do more things for myself so they didn’t need to visit so often. They were lovely people and I was also glad of the company”

By the end of the six week programme Mrs G was back to looking after herself, and is gradually regaining her confidence to go out more often. She added “Without the help of the team I’m sure I wouldn’t be doing as well as I now am. I’m still getting rehabilitation on my wrist, but I’m feeling a lot better.

## Outcome 3: Ensuring a positive experience of care and support

### Summary of Key Priorities

The Government's vision for adult social care includes a focus on ensuring a positive experience for people who use services and their carers. The Government has stated that:

- The quality of care and individuals' outcomes will be directly influenced by their experience of the care and support they receive; and
- How easy it is to find and contact services, and how people are treated when they get them will have a major impact on perceptions and expectations of social care.

All our efforts are intended to secure a positive experience of care and support for service users and carers.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Local target	Q2
<b>Overall satisfaction with local adult social care services</b>	60.8% of those responding to the statutory survey report being either extremely or very satisfied with the service they received. Baseline taken from 2008-09 older people home care survey ( <i>ADASS – supported</i> )	IPF Ave = 57.05%	<b>60.8%</b> <b>No update</b>
<b>The proportion of people using social care and carers who express difficulty in finding information and advice about local services</b>	53.1% of those responding to the statutory survey stated that they found it very easy or fairly easy to find information about the support available to them.	No target set Baseline year	<b>53.1%</b> <b>No update</b>
<b>The proportion of carers who have reported that they have been included or consulted in discussions about the person they care for</b>	Taken from carers survey – piloted in 2009-10 as voluntary return. 198 out of 210 carers felt that they were involved in discussions about the care and treatment of the person they care for, when they had been in contact with health professionals at a NHS hospital in the last 12 months. No benchmark available.	No target set	<b>09-10 94.28%</b> <b>No update</b>

### Residential care home audit

During November 2011 and occupancy audit was carried out for local residential and nursing homes for older people. This revealed that a total of 278 older people were self funding care in either residential or nursing homes in the city. This is almost as many as were being funded by the City Council (282). The needs to ensure quality of care for these substantial users of our local services has been fed into the work to develop an Older People Strategy.

### Disability Forum update

The Disability forum has continued a range of projects looking at improving access, developing services and enhancing engagement between public bodies and people with health and social care issues. Key work areas over Q3 have been:

- Working in partnership with PCC to develop Working Groups focussing on: Access to Information, Disability Hate Crime, Transport and Planning, City Centre and developing a Disability Strategy Group
- Developing a sport website for people with a disability
- Further developing DIALSport gyms and working with Vivacity on the 100 Days to the Olympics project to promote sport
- Supporting the development of a new PHAB club

Ensuring a positive experience of care and support Related Projects			
Project (Improvement Plan Workstreams)	Description	Progress update	Status
<i>Joint Planning &amp; Capability - formalise quality assurance and performance management further</i>	Regular consideration of comparative analysis of activity data (including the safeguarding data already collected for Care Quality Commission)	Reviewing activity and finance reporting as part of the overall transitions work to bring services back into the Council. The first Local Account for Peterborough was published in December 2011 and commended regionally as evidencing good outcomes for people. Report on Quality of care homes produced for Scrutiny and audit conducted of capacity in local older people's care homes in November 2011. CQC attended Scrutiny to talk about their work and how members could be involved.	<b>Green</b>
<i>Closure of residential homes</i>	Planned closure of residential homes and development of extra care housing	Two further residential care homes have close and The Spinney – extra care at Eye has opened. A further extra care project commences construction in Stanground this year. Further developments are being consulted on as part of the development of the Older People Strategy. See update on engagement	<b>Green</b>
<i>Implementation of electronic call monitoring</i>	The implementation of a Homecare Electronic Call Monitoring System, which will allow remote tracking and monitoring of care delivered by paid carers in people's own homes	ECM project under review – currently exploring alternative implementation options.	<b>Amber</b>

## FEEDBACK ON ENGAGEMENT DAY'S

On the 8<sup>th</sup> and the 16<sup>th</sup> December 2011, two Older People Strategy engagement days were held to explore, with the public and representatives of organisations interested in older people's services, the content of the Older People Strategy. The aim of the days was to gain the participants' ideas and views as to what should be included in the Older People Strategy to ensure wherever possible the department learns from customer experiences and knowledge which will lead to a seamless service.

On each day a summary of the information that would be considered when developing the strategy was presented. These areas included demographics, the personalisation agenda and the dementia projections affecting the over 85's. It was also explained the Older People's Strategy will

be used to influence services in the future. The groups were invited to ask questions and raise any issues that were felt to be relevant to the strategy. Both groups were able to share experiences, seek clarification and raise questions on the presentations. The groups were able to identify services which were valued and services which were difficult to access.

The overwhelming feedback was that older people wanted to remain in their own homes for as long as possible. This was in keeping with the overarching aim of the strategy. Both groups were in agreement with the seven dimensions of independence as identified by the Audit Commission/Better Government for Older People which included Housing and Home, Neighbourhood Social Activities, Social Networks, Getting Out and About, Income Information, Health, and Healthy Living. The groups identified the links that needed to be made by the different departments and the impact that cuts might make in one department on the efforts of another to achieve the dimensions identified; for example how budget cuts in street lighting for instance could impact on social networking.

One issue which was of real concern to both groups was the fact that the country was experiencing a recession and how future cuts would impact on services. This was acknowledged; however, it was also recognised that a new Older People Strategy would ensure there will be focus on the services which will be effective with the clear aim of promoting independence wherever possible.

Following the presentations, the groups were invited to break into smaller groups to consider the dimensions of independence and identify any other issues or points that needed to be included in the Strategy. Among the conclusions were that there should always be a 48 hour review following discharge, referrals to specialist services were too slow, there was a need for more volunteers, on the whole very supportive of reablement on return from hospital and finally recognised as an older person the importance of being treated as an equal. All the information, views and ideas from the days will be incorporated or considered when drafting the Older People Strategy.

The other overwhelming issue which was raised by both groups was the isolation that many older people experience and the need to ensure, wherever possible, social interaction is supported. This would include working closely with the voluntary sector and partner organisations such as housing and health which would be in keeping with The Big Society.

## Outcome 4: Protecting from avoidable harm and caring in a safe environment

### Summary of Key Priorities

The Government's vision for protection is that:

- There are sensible safeguards against the risk of abuse or neglect;
- Risk is no longer an excuse to limit people's freedom.

The Peterborough *Living My Life* programme says about protection:

- We will make sure that people in the local community know what to do if they are concerned about adult abuse or neglect.
- By increasing personal control of support arrangements, we will reduce risks to people's safety and enable people to manage risks better.
- For those people who need or have purchased care in a care home we will make sure the quality of protection and personal care in regulated homes in our area is high. We will work with all partners to improve care practices and routines.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Target 2011/12	Q2
<b>The proportion of people using social care services who feel secure</b>	66% of respondents to the statutory survey reported feeling as safe as they wanted.	No target set – baseline year	<b>66%</b> <b>No update</b>
<b>The proportion of people using services who said those services make them feel safe and secure</b>	55% of respondents to the statutory survey reported that the social care services they received made them feel safe and secure.	No target set – baseline year	<b>55%</b> <b>No update</b>

The following Safeguarding specific reports are attached for information

Appendix 2 – Safeguarding dashboard

Protecting from avoidable harm and caring in a safe environment Related Projects			
Project (Improvement Plan Workstreams)	Description	Progress update	Status
<i>Joint Planning &amp; Capability - new specialist safeguarding team</i>	Create and recruit to team.	Interim lead, data and performance analyst, and administrator in post. Lead and Social work consultant roles will be dealt with alongside the wider transitions programme.	Green
<i>Prevention - strengthen the training for safeguarding</i>	Commission training to further strengthen the receiving, assessing, investigating and completing work about safeguarding concerns	E-learning package is in place and in use. Assessment of learning process in place and positive feedback from staff and managers. National competencies adopted and incorporated into basic level training and enhanced competencies are now being incorporated into the enhanced training. Safeguarding leaflet for carers has been developed with the Carers Partnership Board.	Green
<i>Response to Safeguarding Concerns - further improve how safeguarding concerns are received, assessed, investigated – and the work completed</i>	Review and refine the work stream that starts with an alert about a safeguarding concern and ends with the completion of the required work	Improvement began early 2009, and new multi-agency policy in place. Multi-agency procedures being developed and serious case review protocol being updated. Now working with Cambridgeshire to look at joint procedures and protocols across the county.	Green