

## **Adult Social Care – Quarter 2 2012-13 Performance Report**

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### **Introduction**

The following report seeks to evidence delivery against the three key priorities identified for Adult Social Care in 2012/13

Priority 1 – Promoting and supporting people to maintain their independence. This links to the national outcome Domain 2 – Delaying and reducing the need for care as support

Priority 2 – Delivering a personalised approach to care. This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Priority 3 – Empowering people to engage with their communities and have fulfilled lives – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

The report also covers our keep responsibility to safeguard vulnerable adults – linking to national outcome 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
- 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



remaining static



Deteriorating

**Priority One : Promoting and supporting people to maintain their independence.** This links to the national outcome  
 Domain 2 – Delaying and reducing the need for care as support







**Overview of progress**

Our operating model for Adult Social Care to promote independence and support people for longer in lower care environments (more people supported at home rather than in residential or nursing home care) has been developing.

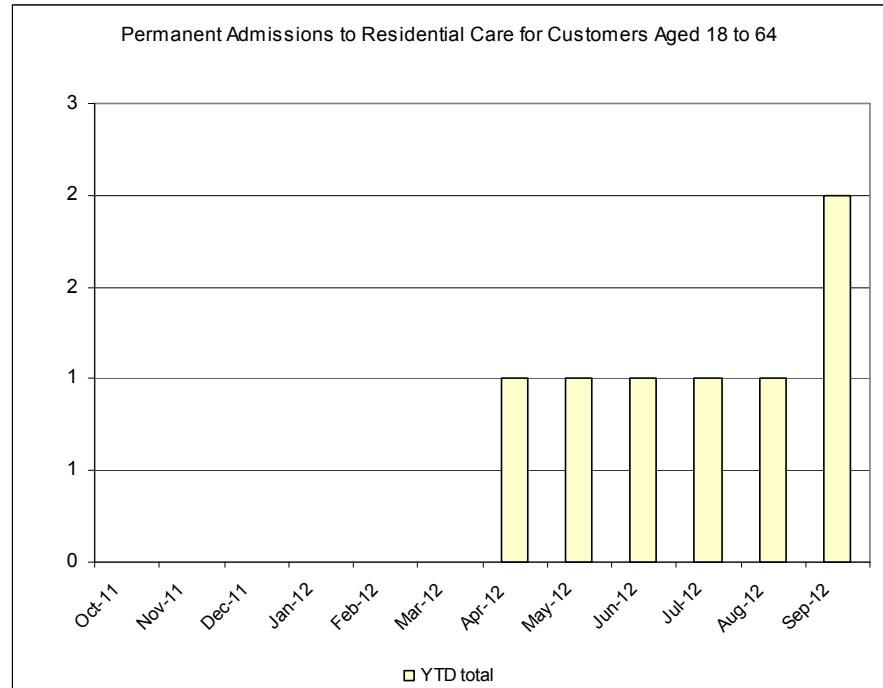
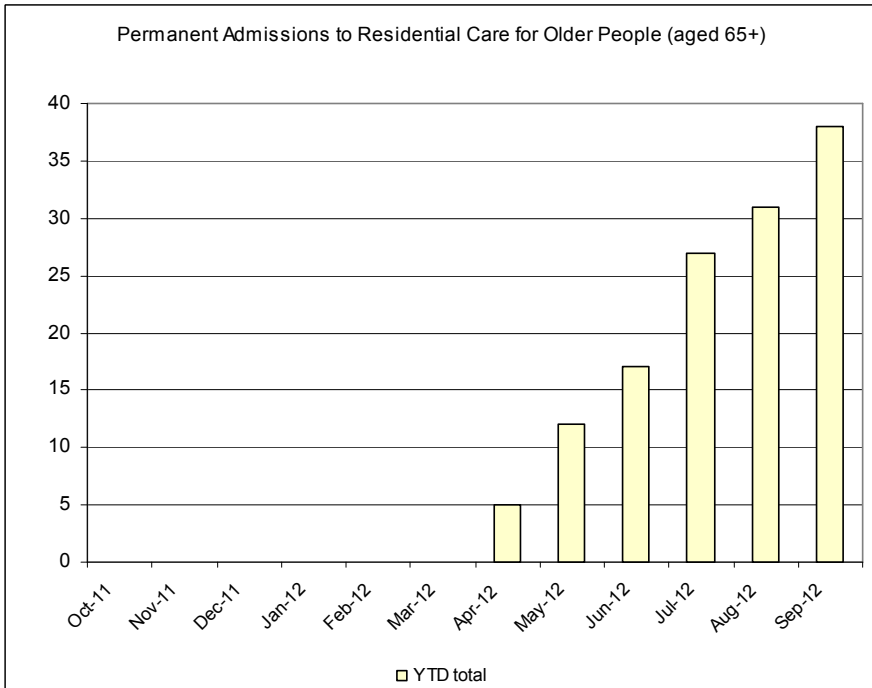
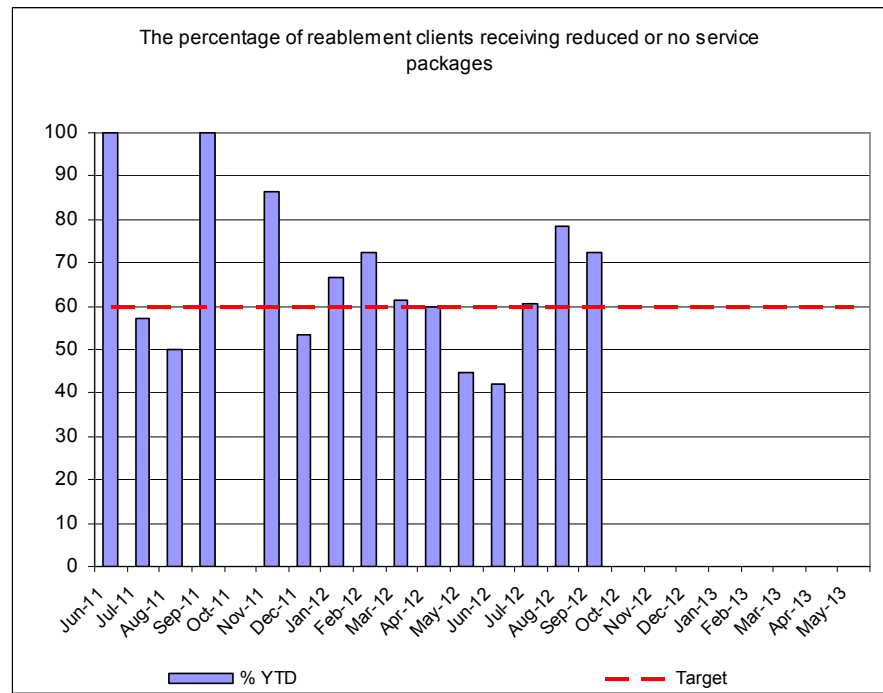
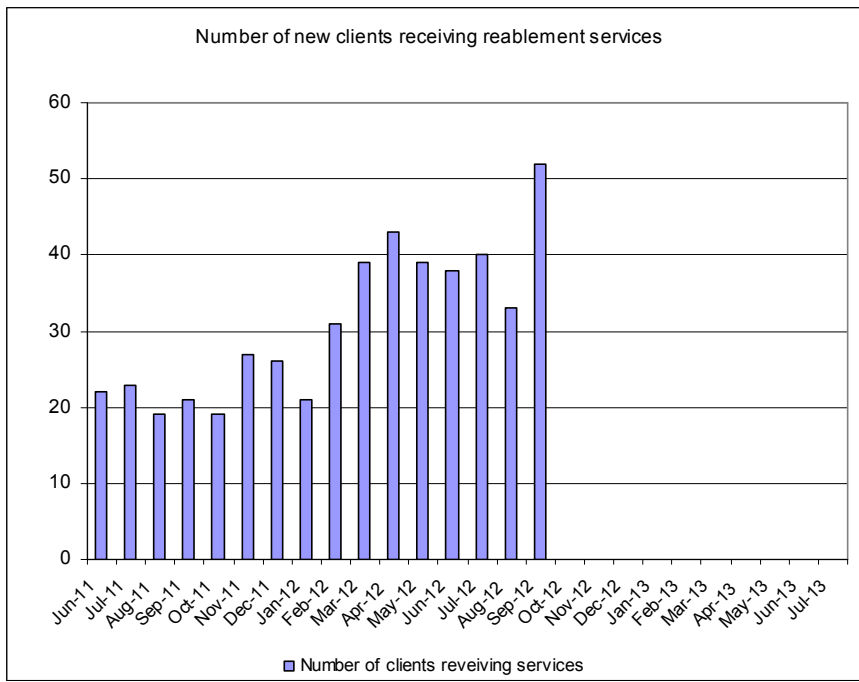
In particular the re-ablement service is expanding and delivering good outcomes in respect of the levels of need with which people leave the service.

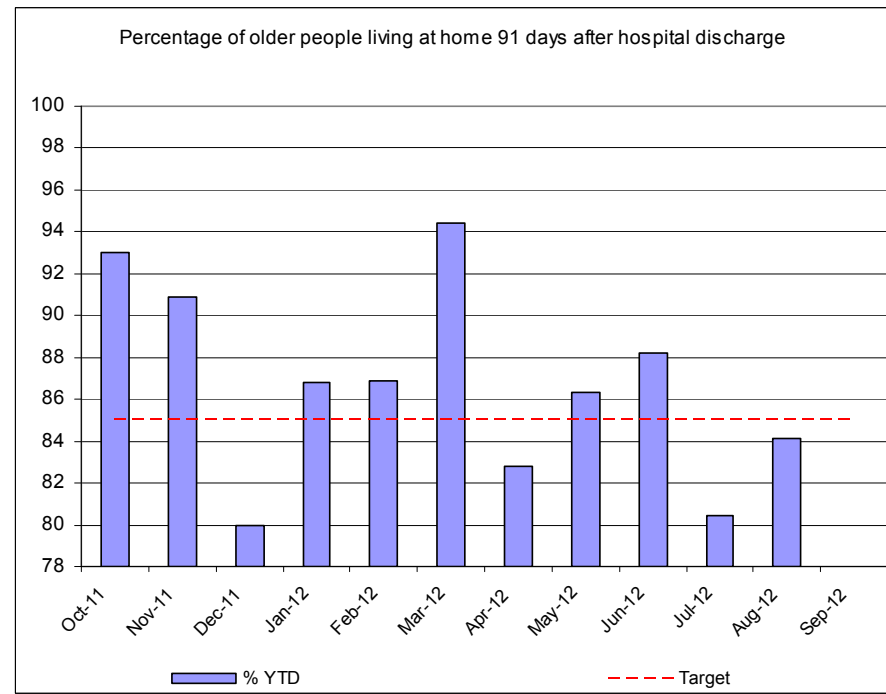
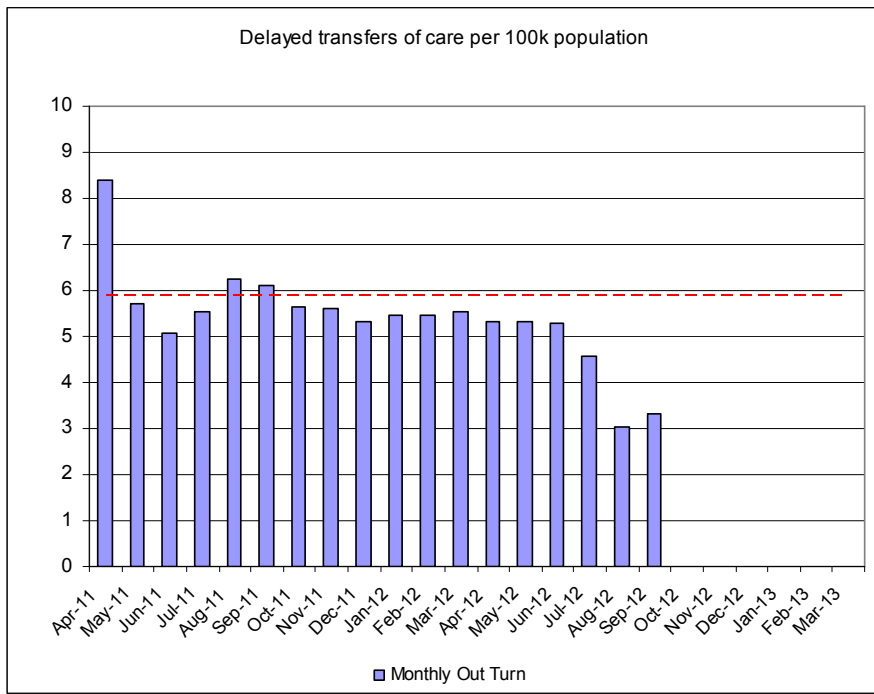
Work is progressing to secure additional professional support services in reablement, including through appointing additional dedicated care management and Occupational Therapy posts to the service.

Use of independent sector providers to deliver reablement, is increasing.

NATIONAL PERFORMANCE INDICATORS: DASHBOARD			
Indicator	Comment	Direction of travel	Q2 RAG
<b>Numbers of people receiving re-ablement support</b>	The re-ablement service which was established last year is now up to capacity. 245 people have received the service in the first 6 months, an average of 41 per month. 52 people received the service in September.		<b>Green</b>
<b>Percentage of clients completing re-ablement with reduced or no care package</b>	In August the percentage of people completing reablement with a reduced or no care package stood at 78.6%. This figure fell slightly to 72.4% for September, against a target is 60%		<b>Green</b>
<b>Permanent admissions to residential care homes per 1,000 population age 65+</b>	The number of permanent admission of older people into residential care is on target to reduce further this year. To date we have made 38 permanent social care funded new placements.		<b>Green</b>
<b>Permanent admissions to residential care homes per 1,000 population age 18-64</b>	There have been two permanent social care funded admissions to residential or nursing care for adults aged 18-64.		<b>Green</b>
<b>Delayed transfers of care from hospitals per 100k population</b>	The number of delayed transfers for social care reasons comparatively low.		<b>Green</b>
<b>Proportion of people achieving independence 3 months after entering intermediate care</b>	There has been a slight decrease in the percentage of people successfully remaining at home after intermediate care between July and September.		<b>Amber</b>

<b>Promoting and supporting people to maintain independence – key projects</b>			
<b>Project</b>	<b>Description</b>	<b>Progress update</b>	<b>Status</b>
<b>Reablement</b>	Use of reablement as a front door for new clients and as a service to reduce dependency for current long term clients as appropriate. Developing independent sector reablement services with oversight from the in-house service.	NHS funding to support increased capacity has now been received. Independent sector providers are now being used to increase the capacity of the service.	<b>Amber</b>
<b>Support Planning</b>	Commission a specialist organisation to undertake reviews of support plans for clients who have not received a review in the previous 12 months.	Specialist agency has undertaken around 500 reviews. Project has enabled in-house teams to concentrate on current activity and ensure that all current review activity is up to date.	<b>Green</b>
<b>Intensive Community Support</b>	Continued work to bring people in long term out of area placements back to Peterborough.	Work is ongoing to bring people back to Peterborough from out of area placements, and is generating savings.	<b>Green</b>
<b>Review of Learning Disability Day Services – Personalisation of day support</b>	Reviewing learning disability day services with a view to linking more strongly to personalisation of day support.	Work is ongoing to review residential day services in Peterborough to ensure that services offered are more strongly tailored towards the personal needs of our customers.	<b>Green</b>





**Priority 2 – Delivering a personalised approach to care.** This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support






**Overview of progress**

Progress is being made on against the key enablers of this priority. Numbers of Learning disabled people receiving annual health checks is increasing and expected to hit the target of 16% by the end of the year.

Numbers using the shared lives scheme is increasing and the recent campaign has created interest from prospective carers.

The national carers survey is currently underway, with just under one thousand carers being sent a survey.

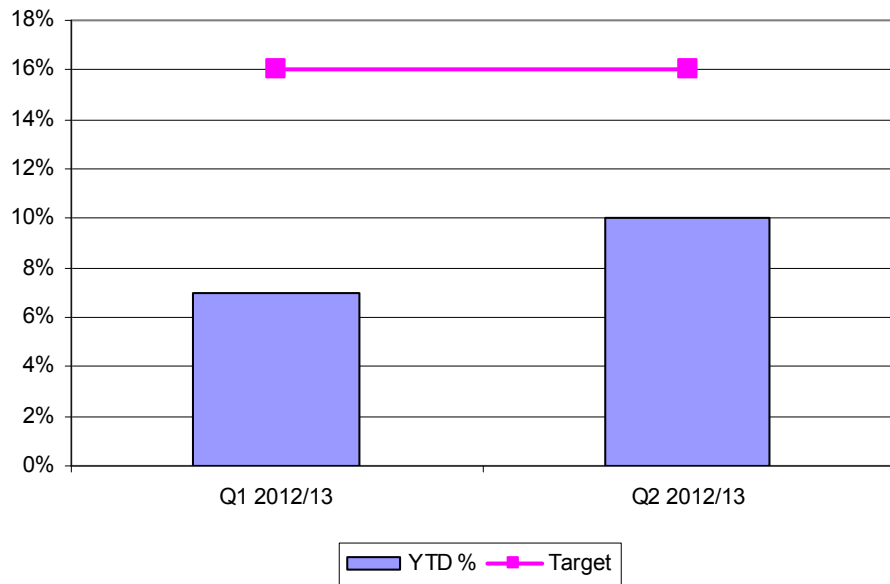
We have also made improvements to the mechanisms for monitoring the quality of social care support being delivered through the implementation of case file auditing for care management and reviews of our contracts with independent sector providers using quality standards adopted from a Regional model contract developed by the Association of Directors of Adult Social Services (ADASS)

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q4
<b>Overall satisfaction with local adult social care services</b>	60.2% of those responding to the statutory survey report being either extremely or very satisfied with the service they received. This is similar to the previous year (60.8) However this is below the national and regional average and warrants further analysis and action.		<b>Amber</b>
<b>The proportion of people using social care and carers who express difficulty in finding information and advice about local services</b>	69.4% 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. An improvement from 53.1% in the previous year, but still below the national and regional average. Delivery of an online directory and revised web pages should help to address this.		<b>Amber</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>	The national Carers Survey is currently underway and results will be available in Quarter 4.	No target set	<b>No update</b>
<b>Number of LD Healthchecks recorded by GP practices</b>	The number of annual health checks recorded by GPs for LD customers in Quarter 2 stands at <b>34</b> , against <b>22</b> in Q1. This represents an increase from 7% in Q1 to 10% in Q2, against an annual target of 16%.		<b>Amber</b>
<b>Numbers accessing the adults placement scheme</b>	The numbers of service users accessing the adult placement scheme ( <b>25</b> ), increasing from 22 as at the end of Q1.		<b>Amber</b>
<b>Percentage of OT equipment delivered in 7 working days</b>	The percentage of OT equipment delivered within 7 working days remains at a static 100% from Q1 to Q2.		<b>Green</b>

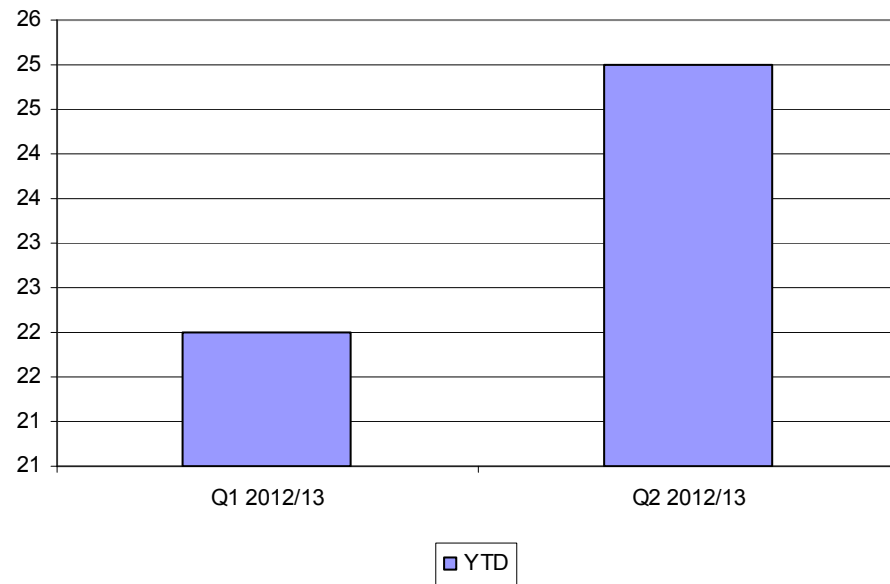
**Priority 2 – Delivering a personalised approach to care.** This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Project (Improvement Plan Workstreams)	Description	Progress update	Status
Roll out a programme of quality audits	As part of the development of an overall quality framework introduce a range of methodologies for assessing standards of service delivery and monitoring outcomes for service users. Work with regional colleagues to set up peer review and learn from best practice.	Senior Management Team have agreed the principles for the first piece of work, which is the development of a case file audit. This is to be discussed with Service and Team Managers on Monday 29 October with a view to the forms being developed during November 2012 and a pilot being undertaken in December 2012.	<b>Amber</b>
<i>Implementation of electronic call monitoring</i>	The implementation of a Homecare Electronic Call Monitoring (ECM) System, which will allow remote tracking and monitoring of care delivered by paid carers in people's own homes	ECM project initiated with a project scope of working with independent sector providers to ensure full use of ECM by domiciliary care providers by the revised date of January 2013. ILSS providers have implemented ECM and first data will be provided to the Council in November 2012 (for the calendar month October 2012).	<b>Green</b>
<i>Adult Placement scheme</i>	Expand take up of Adult Placements avoiding high costs placements focussed on transition cases	On-going marketing of the scheme. There have been <b>10</b> enquiries to become Carers to date that are in the process of being progressed	<b>Amber</b>
<i>Contract reviews</i>	Reviewing the current contracts and re-tendering to introduce national ADASS frameworks.	Contract reviews are on-going. The major home care contracts have now had the ADASS contract monitoring requirements integrated into them. Home care contracts will be re-let by October 2013.  Residential provides have been briefed on the Council plans to implement the ADASS contracts and standards.	<b>Green</b>

% of LD Clients Receiving a Health Check in the Year



Number of Adults Accessing an Adult Placement Scheme





**Priority 3 – Empowering people to engage with their communities and have fulfilled lives** – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.







**Overview of progress**

We continue to do well in supporting adults with learning disability into employment. However, are numbers in settled accommodation are still comparatively low. This reflects the continued need for us to find alternatives to residential care for adults with learning disabilities, who may have been in those settings for some time.

We also recognise the need to improve availability of information for all client groups to help inform their choice of care service and facilitate their access to mainstream or community services. Our work to introduce an online directory of services is now underway with and expected delivery date of January 2012.

Our consultation on the recommendations for home closures arising from the Older Peoples Accommodation Strategy has recently been completed and the outcomes were reported to the Scrutiny Commission at a special meeting on 1<sup>st</sup> November 2012

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NATIONAL PERFORMANCE INDICATORS: DASHBOARD			
Indicator	Comment	Direction of travel	Q3 RAG
<b>Self reported quality of life</b>	Update from the survey completed in Feb – March 2012. The combined quality score is 18.8 which is unchanged since the previous year. Initial bench-marking suggests this is slightly above national average of 18.7 for 2011/12		Green
<b>Adults with learning disabilities in paid employment</b>	In August 2012 there were 120 people supported in to all forms of employment with a learning disability. Of these 46 were in paid employment. This number increased to 47 for September and remains the same for October		Green
<b>Adults and older people receiving self directed support (SDS)</b>	All long term community based packages other than equipment are now offered via a personal budget and self directed support.		Amber
<b>Adults in contact with mental health services in paid employment</b>	6.7% of MH adults are currently in paid employment. This represents no change from Q1, however we are still performing above target.		Green
<b>Adults with learning disabilities in settled accommodation</b>	The percentage of adults with a learning disability stands at 71%. This is stable compared to Q1 2012/13, but slightly below target.		Amber
<b>Adults in contact with mental health services in settled accommodation</b>	Currently 69.8% of MH customers are in settled accommodation, compared to 67.1% in Q1. This is an improvement, however it is still slightly below the 74% target.		Green
<b>Carer reported quality of life</b>	The Carers survey is currently underway		

**Priority 3 – Empowering people to engage with their communities and have fulfilled lives** – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

Project	Description	Progress update	Status
<b><i>Implement an online directory of services available in Peterborough.</i></b>	Creation of an online directory to allow residents of Peterborough to search for service providers within the city	Project progressing planned go live in January 2013.	<b><i>Green</i></b>
<b><i>Older Peoples Accommodation Strategy</i></b>	The Older Peoples Accommodation Strategy is designed to inform service provision for the people of Peterborough, to create better quality and value, whilst reducing costs	Our consultation on the recommendations for home closures arising from the Older Peoples Accommodation Strategy has recently been completed and the outcomes were reported to the Scrutiny Commission at a special meeting on 1 <sup>st</sup> November 2012	<b><i>Green</i></b>







## Safeguarding Vulnerable Adults - linking to Domain 4: Protecting from avoidable harm and caring in a safe environment

### Overview of progress

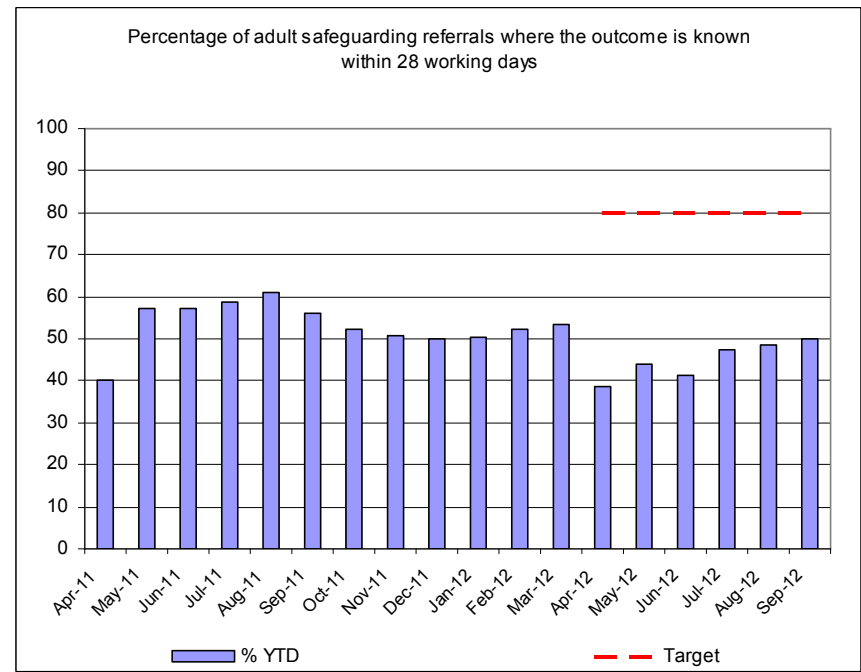
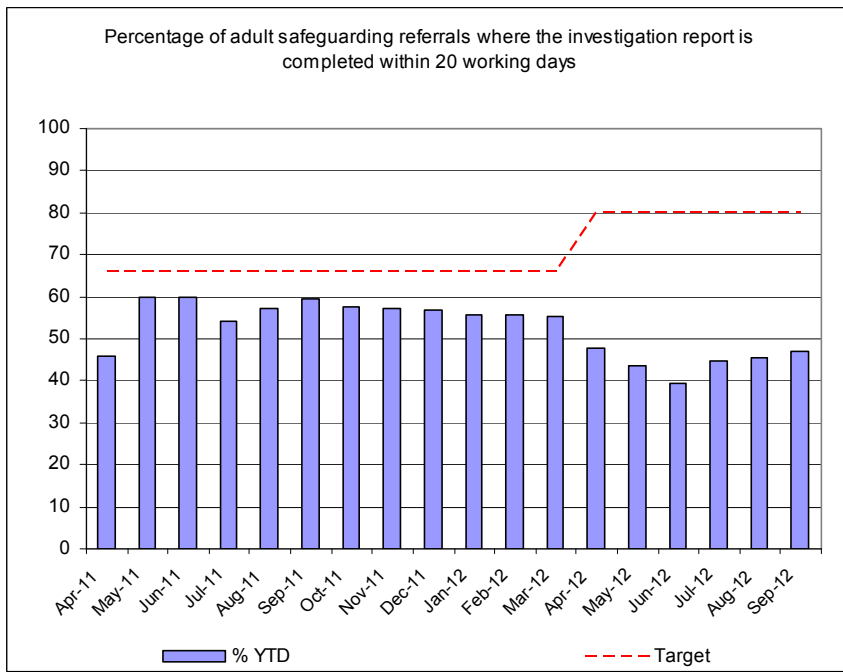
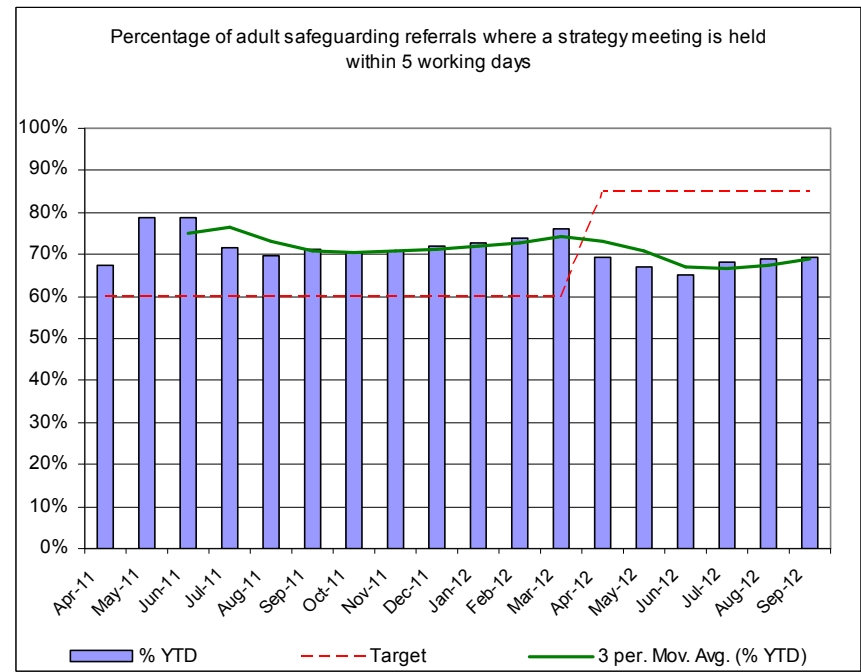
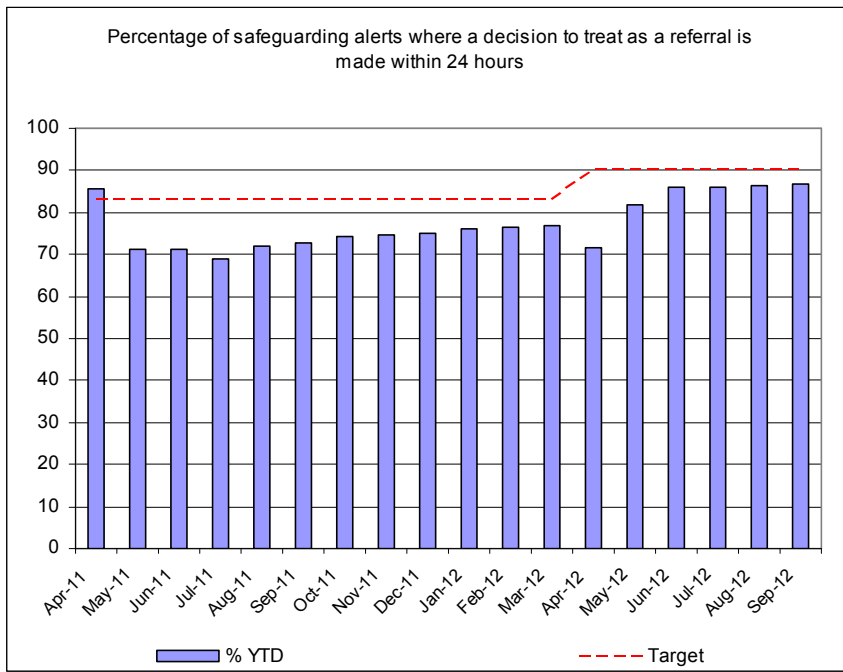
Progress has been made in the process of conducting safeguarding investigations. The backlog of cases previously reported has now been cleared and the performance against process indicators for alerts, referrals and investigations for quarter 2 have shown a marked improvement.

We are now moving our focus on to quality monitoring and are piloting a case audit tool for safeguarding investigations.

A permanent strategic lead has been appointed and will be in post at the end of November 2012.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q2
<b>The proportion of people using social care services who feel secure</b>	65.9% of respondents to the statutory survey reported feeling as safe as they wanted. This is consistent with the previous year (66%) and still anticipated to be above the national average based upon initial results from the Department of Health.		Amber
<b>The proportion of people using services who said those services make them feel safe and secure</b>	68.6% of respondents to the statutory survey reported that the social care services they received made them feel safe and secure. This is a marked improvement on 55% in the previous year but still anticipated to be below the national average based upon initial results from the Department of Health .		Amber
<b>Safeguarding - decision to refer with 24 hours of receipt of alert</b>	Performance has increased from 85.8% to 86.7% for the year-to-date between the end of Q1 and Q2. For the month of September, the out turn stands at 90.2%.		Amber
<b>Safeguarding - first strategy meeting with 5 working days</b>	There has been a steady improvement from 65% to 69.4% between the end of Q1 and Q2, with performance for the month of September standing at 81.3%.		Amber
<b>Safeguarding - Investigation completed within 20 working days</b>	Performance has improved from 39.3% at the end of Q1 to 46.9% for the year-to-date to September. Performance for the month of September stood at 93.8%.		Amber
<b>Safeguarding - outcome of allegation known within 28 working days.</b>	Performance has improved from 41.4% at the end of Q1 to 49.9% for the year-to-date to September. Performance for the month of September stood at 93.8%.		Amber

Protecting from avoidable harm and caring in a safe environment Related Projects			
Project (Improvement Plan Workstreams)	Description	Progress update	Status
<b>Effective Multi agency processes, procedures and governance.</b>	Role out multi-agency procedures for Peterborough in line with PAN London model.	<p>Multi-agency procedures were implemented in Quarter 1. These have been supplemented by some targeted training. These procedures are also the basis for revised work flows to be introduced with the new care management system.</p> <p>Work ongoing to look at opportunities for cross border procedures with Cambridgeshire.</p> <p>As at the end of Quarter 2, it is too early to measure outcomes for new processes.</p>	<b>Amber</b>
<b>The SAB is confident that safeguarding concerns are reported and responded to appropriately</b>	Improving performance monitoring and quality audit of investigations carried out.	<p>The SAB Performance and Quality Sub-Group has been established. Robust information on investigation times is being reported.</p> <p>A pilot case file audit is underway and will be completed in December 2012</p>	<b>Amber</b>
<b>Ensure that information about safeguarding adults is accessible and that users are involved in policy development.</b>	<p>Improve safeguarding information on website</p> <p>Implement a systematic way of involving service users and carers</p>	These objectives will be priorities for the new safeguarding lead once in post from end November 2012	<b>Amber</b>



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