

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 6
20 JUNE 2013	Public Report

Report of the Executive Director of Adult Social Care

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ADULT SOCIAL CARE - QUARTER 4 PERFORMANCE REPORT

1. PURPOSE

- 1.1 The report provides a summary of performance delivery against the four departmental priorities for 2012/13. It also includes a report on the residents resettled from Greenwood House and Welland House and a copy of the Quality Assurance Report for the department covering January – March 2013.

2. RECOMMENDATIONS

- 2.1 Scrutiny Commission is asked to review and comment upon the performance information within the report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The Adult Social Care outcomes have strong links to the health and wellbeing aspects of the community strategy.
- 3.2 The report details performance against all available national indicators from the national Adult Social Care Outcomes Framework.

4. BACKGROUND

- 4.1 The report contains an overview of performance as at the end of year 2012/13. There are two appendices. Appendix 1, the performance summary report, has been constructed to provide summarised information on the following:

- An overview of progress on priority areas within the departments business plan, mapped against the four national outcome domains (including Safeguarding);
- 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.

- 4.2 Appendix 2 contains a copy of the first quarterly Quality Assurance Report produced for the Adult Social Care Quality Board.

- 4.3 It is noted that Scrutiny Commission has previously asked for some changes to the reporting format and it is proposed that a workshop will be set up to agree a new template in preparation for reporting on the first quarter of 2013/14.

5. KEY ISSUES

- 5.1 Appendix 1 contains an overview of performance as at the close of 2012/13. The key summary of which is as follows:

- 5.1.1 Priority one: promoting and supporting people to maintain their independence

During the year, 469 people received a reablement service with 57% achieving a positive outcome of needing less or no further support long term. Overall, the service has been extremely effective for those who complete their period of reablement.

The department has had significant concerns about the number of readmissions to hospital from reablement. We have reported these concerns to the Clinical Commissioning Group and have been jointly reviewing discharge processes operated by the hospital. There are similar concerns around readmissions to hospital from Intermediate Care which are also being reviewed. Adult Social Care's consultation around the changes to eligibility criteria led to proposals to enhance our preventative offer and implementation of transitional support which includes opening up the opportunity to everyone who will benefit. Cabinet agreed to these proposals on 25 February 2013.

The Clinical Commissioning Group has confirmed funding for reablement services for 2013/14. Further work to better integrate reablement with community health services has been undertaken, work is underway to further strengthen the current reablement service, and we are working with independent providers to develop capacity in the independent sector.

Admissions into permanent residential and nursing care have been managed robustly in 2013/14, with care within the individual's own home being the default offer wherever possible.

There have been no delayed discharges for social care reasons for Peterborough residents throughout the whole year and this is a significant achievement. There has however been an increase in delayed discharges for non social care reasons. Social care are working collaboratively with the acute trust and other community services to redesign current discharge pathways to minimise the number of delayed discharges for health reasons.

5.1.2 Priority two: delivering a personalised approach to care

During the year, Adult Social Care undertook both a statutory survey of 1000 carers and a statutory survey of 1500 service users. Overall levels of satisfaction had improved from the previous year (percentage) as had service users' perceptions on availability of information and advice. National benchmarking for these surveys is due to be made available in late June.

We have continued to expand our availability of supported living options for younger adults and have undertaken promotion of the shared lives scheme.

The department has made improving quality and quality assurance a focus for development in 2012/13. We have established a Quality Board with service user representation and developed a quality assurance framework supported by quality reports and a case file audit programme.

5.1.3 Priority three: empowering people to engage with their communities and have fulfilled lives

The service user survey showed improved perceptions of quality of life for those receiving services in 2012/13. We await benchmarking data, due for publication in late June, to see if this is a national or localised trend. Carers' perceptions of quality of life appeared low. The detailed analysis will help to inform our carers strategy, which is currently being finalised, and help us focus on the things that will make a difference for carers.

The percentage of service users receiving self directed support has increased to 43%. Those unable to access self directed support currently are those receiving residential or nursing care or packages of equipment only. Our transformation work in 2013/14 should ensure that options are opened up for more people to receive personalised budgets wherever possible.

An increased percentage of adults with learning disabilities are now living independently (77%), which is evidence of our work across the system to resettle people from residential care where possible.

The online directory has been developed and launched. Work is underway to develop this further as part of the Adult Social Care transformation.

Work to commission a dementia resource centre is underway with an expectation that it becomes operational in Spring 2014.

5.1.4 Safeguarding vulnerable adults

Results of the service user survey showed an increase in perceptions of the safety offered by adult social care services.

Investigation timescales have not improved to the degree targeted during this year. This is, in part, due to the change in recording systems and the implementation of new forms and workflows which have taken time to develop and embed. Work is progressing, led by the strategic lead for safeguarding, to review the forms and roll out bespoke training which will support an improvement in timescales and consistency of approach.

The department has identified the need for further targeted work on safeguarding. This work is being led by the Director to ensure a high profile is given. This includes monthly focused "raising the bar" meetings overseeing performance and quality of investigations carried out.

5.2 Update on resettled residents

Following the closure of the Council's two directly provided residential homes last year, the Scrutiny Commission requested an update on resettled residents to be presented in June. Greenwood House closed on 1 December 2012 and Welland House on 1 March 2013. All residents were moved to the home of choice which met their individual assessed needs.

5.2.1 Permanent residents - 18 residential service users have been transferred to alternative residential care within Peterborough. Eight have transferred out of area to be close to family members and friends. One resident did have an interim residency as the home of choice did not have a bed available and therefore transferred to the interim home of choice. The transfer to the long term care home for this individual was completed within three weeks of the closure of the home. One resident moved to extra care housing.

All residents had initial reviews carried out by the allocated social care workers involved in the initial transfer to check that people had settled and that service users and families were happy. All families were provided with the contact telephone numbers for the social care workers to enable families to contact them if they had any concerns post transfer. For some individuals identified during the process it was felt that initial regular contact was important. For these individuals, contact was initially made on a weekly basis by the social care worker. Full reviews have been completed with all of the residents since the move. It is anticipated that there will be one further six month review and then they will be reviewed annually.

There are two residents with deteriorating health conditions requiring more intensive support. One has already moved to a nursing home and another is in the process of doing so.

Since the residents have moved, five have now died. Four of the deaths were attributed to pre-existing conditions and one individual unexpectedly deteriorated. All residents had a full assessment of need and mental capacity assessment where appropriate prior to moving homes. In all cases staff followed best practice as laid out in ADASS Achieving Closure: Good Practice in Supporting Older People during Residential Care Closures.

5.2.2 Respite - the assessed need for rolling respite care following the closure of the homes was two full time beds per year. These have been secured within the private sector. Emergency respite can be arranged directly with a residential home that meets the assessed needs of the service user and accepts the Council's indicative rate.

5.2.3 Interim - the initial anticipated annual need for interim provision within Peterborough was for 13 residential/dementia beds, in addition to five interim nursing beds already in place. 13 beds have been secured across seven homes in the independent sector. These beds have been

secured on a six month contract to be reviewed by Care Services Delivery and Commissioners. To date the arrangements have continued to support adult social care to ensure timely discharges from hospital and avoid unnecessary hospital admissions for social care reasons.

5.2.4 Day care - service users who attended day care services at Greenwood House and Welland House have been relocated to existing provision at The Cresset and Copelands plus an additional facility which was opened in January 2013 at Mellows Close for 5 days a week. Individual relocation was dependent on each service user's individual need but care was taken to try to ensure friendship groups remained together where possible. All service users have settled into the new environments.

5.2.5 Bathing - this service has been transferred to Bishopsfield, an extra care facility, and the new arrangements are working well.

5.3 Appendix 2 contains the first quarterly Quality Assurance Report which will be presented to the newly established Quality Board. It provides an overview of key aspects of the department's quality framework including:

- Complaints
- Quality Audits
- Service User Experience
- Policy and Procedure Update
- Investors in People Update
- Compliments and Good News Stories
- Information for Service Users and the Public
- Freedom of Information Requests

6. IMPLICATIONS

6.1 This report covers national Adult Social Care Outcome Framework indicators. The report relates to services provided to the whole city.

7. CONSULTATION

7.1 None.

8. NEXT STEPS

8.1 Further reporting for 2013/14 will take place quarterly throughout the year.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 None.

10. APPENDICES

10.1 Appendix One – Quarter 4 Performance Summary
Appendix Two – Quarterly Quality Assurance Report