

Adult Social Care Performance – Report as at October 2010

Introduction

The Care Quality Commission (CQC) has confirmed its new streamlined approach for 2010/11, focusing on three outcome areas:

- Improved health and wellbeing
- Increased choice and control
- Maintaining personal dignity and respect

These replace the previous seven outcomes upon which we have been judged. At the current time, CQC has yet to publish details of how the new assessment approach will work and so this report has assumed that elements of the seven previous outcomes have been incorporated into the three outcome areas above. We do know that particular attention will be paid to the way in which safeguarding, “Putting People First” and use of resources have been the key drivers for effective delivery of these outcomes.

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

- An overview of progress on priority areas within these three 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

This new reporting format has been developed as a concise way of reporting against outcomes. The format and contents are still being developed and, in particular, we hope to strengthen the feedback from people who use our services in the future.

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

Improved Health and Wellbeing - CQC expectations: *“People in the council area have good physical and mental health. Healthier and safer lifestyles help lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”*. We have included elements of the previous “quality of life” outcome in this area.

Summary of Key Priorities

- People in hospital – we aim to ensure that people do not stay in hospital any longer than they need to. The level of delayed discharges is higher than our target although very few of these are due to social care issues. Most are people who are the responsibility of Lincolnshire or Cambridgeshire.
- Helping people get back on their feet again after an illness or fall – we aim to prevent hospital admissions whenever possible. If people have been unwell or had a fall, we are developing new re-ablement services which provide intensive support for around six weeks to help them get back on their feet and go back to living independently. This service model will achieve efficiencies once in place and is being provided by Peterborough Community Services (PCS).
- Supporting people with learning disabilities to improve their health and well-being – we are continuing to work with the NHS, particularly primary care, to ensure people with learning disabilities have good access to health services and improved health outcomes.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Local target	Result
<i>Supporting people to achieve independence through rehabilitation</i>	After entering rehabilitation, 90.83% of people achieve independence. This is well above both the national average of 82%.	85%	Green ↑
<i>Survey feedback from people who use social care services</i>	71.85% of users reported that their equipment / minor adaptation had made their quality of life much better. Based on annual survey. Compares well to national average – 68.3%.	Improvement	Green ↑
<i>Delayed discharges from acute hospital wards</i>	There were 6.13 delays per 100,000 population in September.	5.9 delays per 100,000 of population	Amber ↓
<i>Supporting people to live independently</i>	Represents 3363 people per 100,000 population. Figures for mental health and the voluntary sector are included at 09/10 rates as new data isn't yet available.	3563 per 100,000 of population	Amber ↑
LOCAL PERFORMANCE INDICATORS:			
<i>% of items of equipment and adaptations delivered in 7 working days</i>	At the end of August, 98.1% of items of equipment & adaptations were delivered in 7 working days.	96%	Green ↑

Health and Wellbeing 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.	Support worker hours increased to lead on this work. Job Description/Person Specification being worked up for new post. Contract variation (PCS) being created for new emphasis on social inclusion and occupation.	Amber
<i>Commission re-ablement services</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.	Specification developed and PCS is developing options around this service. The timescale for implementing this service has slipped and we are working with PCS to commence this as soon as possible.	Amber

Additional Key Activity Data

ACTIVITY AREA	2009/10 OUTTURN	QUARTER 1 – 2010/11
Number of people receiving non-residential intermediate care to prevent hospital admission	216	46
Number of people receiving residential intermediate care to prevent hospital admission	221	89
Number of people receiving non-residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	722	187
Number of people receiving non-residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	208	80

Examples of health and wellbeing outcomes reported by Peterborough service users and carers

- The team at 17 Fletton Avenue secured sponsorship from John Lewis and also the Italian Community Association to develop a group of learning disabled people having a kick about in the local park. This group of people has become a competitive side who now enter competitions and have won trophies. Meetings have taken place with the Football Association and it is hoped that formal entry into a league will happen as part of the five year plan for disability football that the FA has. Service users participating in this scheme have shown improved communication skills, motivation and self-confidence.
- The Cambridgeshire & Peterborough Foundation Trust has been short-listed for a health and social care award for its Peer Support Worker project which promotes recovery in mental health services. This is an important initiative which promotes the inclusion of people with mental health problems in the work of the Trust and in employment more widely.

Increased Choice and Control - CQC expectations: "People who use services and their carers are supported in exercising control of personal support. People can choose from a wide range of local support. Advice and information helps them think through support options, risks, cost and funding. People who use services and their carers are helped to assess their needs and plan personalised support. People who use services and their carers can contact service providers when they need to. Complaints are well managed". We have included components of the previous outcomes on economic wellbeing and making a positive contribution in this section.

Summary of Key Priorities

- "Living My Life" – our programme to implement the "Putting People first" milestones locally continues to make good progress. The number of personal budgets in place continues to increase and we compare very well nationally. We may not achieve our extremely challenging target but are aiming to be as close as possible and to be in the upper quartile nationally. A Leadership Board chaired by the Executive Member is being set up.
- Support to carers – performance against the indicator has slipped slightly but we will be able to bring this back in line during the rest of the year. The Carers' Partnership Board continues to be active and provides a forum for carers to contribute to new developments and feedback on services.
- Increasing employment for disabled people – the economic climate makes for a challenging context this year. Numbers of people with mental health problems in employment have reduced. Targeted work by voluntary sector organisations is expected to improve this position by year end.
- Increasing the number of extra care housing places in the city – the new scheme at Eye is nearing completion and will take residents from March 2011 in line with plans.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Local target	Result
<i>Self Directed Support</i>	27.96% of service users had a personal budget at the end of September. We have almost reached the national target of 30% and compare well nationally.	60% by end March 2011	Amber ↑
<i>Carers receiving a service following assessment</i>	As at September, 32.14% of carers had received a specific service or advice and information in the last 12 months. Although below target, this is still good when compared to the national average of 26.5% and it is expected we will hit the target.	36%	Amber ↓
<i>% of adults with learning disabilities in settled accommodation</i>	As at September, 559 out of 692 adults with Learning Disabilities are in settled accommodation. This equates to 80.78%, which compares well to the national average of 61%	71.6%	Green ↑
<i>% of adults with learning disabilities in paid employment</i>	No new data has been received in 2010/11. The figure as at March 2010 was 13.67%	13%	Amber ↔
<i>% of adults in contact with Mental Health Services in settled accommodation</i>	57.4% of adults in contact with Mental Health services are in settled accommodation as at August. The national average is 76%	No local target set. National average is 76%	Red ↔
<i>% of adults in contact with Mental Health services in paid employment</i>	As at August, 59 out of 1646 adults were in paid employment. This equates to 3.6% The national average is 9%	7.5% by the end of March	Red ↓
LOCAL PERFORMANCE INDICATORS:			
<i>Percentage of clients receiving reviews</i>	79.72% of clients have received a review as at August.	79%	Green ↑

Increased Choice and Control 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	Just under 30% (as of 30.9.10) of customers had personal budgets. Support planning training being rolled out	Amber
<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.	First workshop delivered October 2010	Green
<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.	Strategy agreed and Initial discussions starting. Web based directory discussions initiated.	Amber
<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	Following approval of business case, work is now proceeding. Three people currently reside permanently in such placements, 15 use if for short-breaks. 7 people are on the waiting list. New placements expected by end March 2011. Savings not anticipated until 2011/12.	Amber

Additional Key Activity Data

NUMBER OF PEOPLE RECEIVING DIRECT PAYMENTS WHO DID NOT HAVE ONE PREVIOUSLY	2009/10	QUARTER 1 – 2010/11
Older People	51	24
People with a learning disability	12	7
People with physical and sensory disabilities	43	16
Mental Health (18-64)	3	2
Substance Misuse	0	0
Carers	41	3
Total	150	52

Examples of Choice and Control outcomes reported by Peterborough service users and carers

- Feedback from a service user who has an active personal budget confirms the positive impact of the personalisation programme for her. She reports that there has been a real change in how her care is planned and how she is now much more involved in the assessment and planning process. Previously she felt that assessments were carried out on her and she was provided with a package of care put together by a social worker. She reports that she is now in the process of developing her own support plan and has identified support from the third sector and her own natural support network to enable her to do this. She also reports that she now feels she can plan a package of care that is flexible enough to meet her specific needs.

Maintaining Personal Dignity and Respect - CQC expectations: “People who use services and their carers are safeguarded from all forms of abuse. Personal care maintains their human rights, preserving dignity and respect, helps them to be comfortable in their environment, and supports family and social life. Family members and carers are supported and treated as experts and care partners”. We have included some components of the previous “freedom from discrimination and harassment” outcome in this section.

Summary of Key Priorities

- Safeguarding vulnerable adults – the Peterborough Adult Safeguarding Board continues to oversee the improvement plan for this area. Good progress has been made and there is a substantial amount of further work to do. An independent chair for the Board is being recruited and a new safeguarding adults team is also being set up within PCS which will support safeguarding activity across all agencies in Peterborough. The Scrutiny Commission receives a more detailed quarterly report on this area.
- Assessment and care management – we are continuing to maintain good standards in relation to assessment and review timescales. Performance in mental health services needs to improve and we are working with CPFT to address this.
- Equalities – consultation on NHS Peterborough’s Single Equality Scheme is just closing and we are working to ensure that the new legislation is implemented locally.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Local target	Result
<i>The timeliness of social care assessment</i>	At the end of August, 90.2% of assessments were completed within 4 weeks.	87%	Green ↔
<i>Enabling people to die at home</i>	The latest published data (2008) shows that 22.6% of deaths occurred at home.	25%	Amber ↑

Maintaining Dignity and Respect Related Projects			
Project (Improvement Plan Workstreams)	Description	Progress update	Status
<i>Joint Planning & 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)	Comparative data shared with board August 2010 – further working being done	Amber
<i>Joint Planning & Capability - new specialist safeguarding team</i>	Create and recruit to team.	Adverts prepared and interview dates set late November / early December	Green
<i>Prevention - strengthen the training for safeguarding</i>	Commission training to further strengthen the receiving, assessing, investigating and completing work about safeguarding concerns	Training post being advertised as above. Local Safeguarding Children Board training manager now on Safeguarding Adults Board Training sub committee	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, co-ordinator being recruited as above.	Green

Examples of Dignity and Respect outcomes reported by Peterborough service users and carers

- The Peterborough Palliative Care in Dementia Group won NHS Team of the Year 2010, chosen by the Dementia Services Development Centre of the University of Stirling - The group was founded in 2005 by a Consultant in Palliative Medicine and a local GP after a shared experience looking after a care home resident dying with advanced dementia. The aims is to develop and disseminate good practice in care of people with dementia at the end of life, with a particular focus on nursing / residential homes, but also in hospitals and community settings.

The group has concentrated on the development of practical tools to improve end of life care for people with dementia. These include an Advance Care Plan, the introduction of a Pain Assessment Scale, a modified End of Life Care Pathway appropriate for people with dementia, an Allow a Natural Death Form and a guideline for the assessment and treatment of Acute Agitation. Each document has been adapted so that it can be used in the day to day life of a busy care home and is supported by a written protocol for its use.

The results of an audit of 12 months of hospital admissions from 6 local care homes showed in a 40% reduction in admissions and a 45% reduction in deaths in hospital from this population, the majority of who have dementia, three years after the establishment of this group.