

Adult Social Care – Quarter 3 2010-11 Performance Report

Tina Hornsby – Head of Performance and Informatics – NHS Peterborough

Introduction

The following report seeks to evidence delivery against the four outcome areas currently out for consultation for Adult Social Care:

- Promoting personalisation and enhancing quality of life for people with care and support needs
- Preventing deterioration, delaying dependency and supporting recovery
- Ensuring a positive experience of care and support
- Protecting from avoidable harm and caring in a safe environment

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

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

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: | | | |
|--|--|---------------------------------------|-------------------------------|
| Indicator | Comment | Target 2010/11 | Latest perf |
| The proportion of those using social care who have control over their daily life. | To be measured via Adult Social Care User Survey. Baseline taken from 2008-09 Home Care User survey. | Not set 2008-09 IPF Ave = 42.59% | N/A |
| Social Care quality of life | To be measured via Adult Social Care User Survey. | Not set - new indicator | N/A |
| Carer reported quality of life | To be taken from new carers survey – piloted in 2009-10 as voluntary return. | Not set new indicator | N/A |
| Previously NI146 Percentage of adults with learning disabilities in paid employment | IPF Average = 6.4% Maintaining comparatively high performance in difficult economic climate. 81 out of 694 are in employment. High is good. 2009-10 England Average = 6.4 | 13% | Q3 → 11.67% Amber |
| Previously NI130 Percentage of adults and older people receiving self directed support | 2001 service users had an individual budget and personal support plan - against the total number of service users receiving services of any type of 5902. This is made up of 163 service users from mental health services and 1838 other service users - High is good | 49.1% - Q3 60% - Q4 | Q3 ↑ 33.9 % Amber |
| Previously NI150 Percentage of adults in contact with secondary mental health services in paid employment | 78 out of 1485 adults in contact with secondary mental health services are in employment. Based on Amber data quality completeness. High is good. This area is a key focus for improvement for the mental health trust and performance has improved to 5.9% as at January 2011 National average is 9% | Q3 - 6.89 Q4 - 7.5 | Q3 ↑ 5.3% Red |
| Previously NI124 Proportion of people with long term conditions feeling supported to be independent and manage their condition | Indicator from GP patient survey. Latest published survey results cover the period October 09 – September 10. High is good. | Not set National average is 54.18% | Sept -10 → 56.25% Green |

| 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 | 33.90% (as of 31.12.10) of customers across CPFT and PCS care managed services had personal budgets. PCS alongside NHSP Performance and Informatics are investigating possible reporting and data quality issues that may be impacting on reported performance. | 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. | Policy completed to final stage, presentations in risk enablement delivered to a range of stakeholders. Next steps are to finalise the plan to provide support and training to practitioners in implementing the policy prior to final sign off. | 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. | Project management through Peterborough Direct agreed, web directory service specification completed. We will be approaching the market in February inviting solutions that will meet our requirements. | 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 it 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 – full year | Q1 – 2010/11 | Q2 – 2010/11 | Q3 – 2010/11 | YTD 2010/11 |
|--|---------------------|--------------|--------------|--------------|-------------|
| Older People | 51 | 22 | 25 | 25 | 72 |
| People with a learning disability | 12 | 6 | 5 | 9 | 20 |
| People with physical and sensory disabilities | 43 | 13 | 18 | 14 | 45 |
| Mental Health (18-64) | 3 | 2 | 2 | 0 | 4 |
| Substance Misuse | 0 | 0 | 0 | 0 | 0 |
| Carers | 41 | 2 | 2 | 9 | 13 |
| Total | 150 | 45 | 52 | 57 | 154 |

The number of new recipients of Direct Payments continues to rise slightly each quarter with the total count for Quarters 1-3 matching the full year count for 2009/10. The number of new personal budgets fell in December although this is likely to correspond to the drop in number of reviews in that month.

Personalisation and enhancing quality of life

- Between January 2010 and November 2010, PCVS provided advice to 109 carers covering the following:
 - 76 carers received advice about benefits
 - 63 were referred or signposted to a relevant service
 - 68 applied for the emergency support service
 - 36 received emotional support
 - Many other pieces of advice were provided including advice on accessing community and religious services and accessing GPs and dentists.
- A group of adults with learning disabilities called the Pyramid Pioneers are developing and setting up a personalised range of day opportunities in the community. Activities are chosen by the Pioneer group members and include arts and performance activities, developing their IT skills and accessing leisure opportunities such as going to the theatre. The group have plans to expand the range of activities they are involved in and have been contacted by others wishing to join the group.

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: | | | |
|--|---|----------------|--|
| Indicator | Comment | Target 2010/11 | Result |
| Previously C72 and C73 – Admissions to residential care homes per 1,000 population | C 72 - Quarter 3 PCS figure of 36.25. Low is good. C73 - PCS Figure of 0.13. Low is good | No target set | Q3 >65 36.25 → <65 0.13 ↑ Green |
| Previously NI134 Emergency re-admissions within 28 days of discharge from hospital | Taken from Hospital Episode Statistics. The percentage figure reported shows the emergency re-admissions within 30 days of discharge from hospital. | No target set | Nov 10 6.24% |
| Previously NI131 - Delayed transfers of care from hospitals per 100k population | <i>Acute = 3.34 / 100k population YTD average</i> <i>Mental Health = 2.24 / 100k population YTD average</i> | 5.9 | Dec 10 6.90 ↓ Amber |
| Proportion of Council spend on residential care | Low is good - Peterborough is showing a decreasing trend of spend from 45% in 2007-08 to 27% in 2009-10 | < 27% | 09-10 27% ↑ Green |
| Previously 125 - Proportion of people achieving independence 3 months after entering intermediate care | Quarter 3 Year to date figure of 396 people achieved independence 3 months after entering care / re-hab out of 449. High is good. 2009-10 CIPFA Average = 80.9%, 2009-10 England Average = 81.2% | 85% | Q3 88.20% ↓ Green |
| Emergency bed days associated with multiple (two or more in a year) acute hospital admissions for over 75s | Taken from Hospital Episode Statistics. This indicator is not currently measured. However repeat emergency admissions within 14 days is monitored. The 2009/10 data shows a 6.11% rate of readmission within 14 days for all ages. The YTD position for 2010/11 is 5.35%. | No target set | In development |
| Proportion of people suffering fragility fractures who recover to their previous levels of mobility / walking ability at 120 days | To be collected via National Hip Fracture Database | No target set | N/A |

| 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. | 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 | Green ↑ |
| <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

Intermediate Care Services

| ACTIVITY AREA | 2009/10 | Q1 – 2010/11 | Q2 – 2010/11 | Q3 - 2010/11 | Total YTD |
|---|---------|--------------|--------------|--------------|-----------|
| Intermediate Care Services to prevent hospital admissions | | | | | |
| Number of people receiving non-residential intermediate care to prevent hospital admission | 216 | 45 | 46 | 52 | 143 |
| Number of people receiving residential intermediate care to prevent hospital admission | 221 | 87 | 74 | 43 | 204 |
| Intermediate Care Services to facilitate timely hospital discharge and / or effective rehabilitation | | | | | |
| Number of people receiving non-residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation | 722 | 186 | 209 | 166 | 561 |
| Number of people receiving residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation | 208 | 76 | 67 | 67 | 210 |

The residential intermediate care activity is slightly reduced in Quarter 3 which may be due to the fact that the City Care Centre beds were closed for a period in December due to an outbreak of D+V.

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 | 2010-11 Target | Result |
| Overall satisfaction with local adult social care services | To be measured via Adult Social Care User Survey – Baseline taken from 2008-09 older people home care survey | IPF Ave = 57.05% | Survey underway |
| The proportion of people using social care and carers who express difficulty in finding information and advice about local services | To be measured via service user and carers survey – new indicator – no baseline or benchmark | New measure No target set | Survey underway |
| The proportion of carers who have reported that they have been included or consulted in discussions about the person they care for | 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. | > 94.28% | 09-10 94.28% |

Ensuring a positive experience of care and support 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) | New performance report developed based upon ASC Transparency in Outcomes consultation. Commissioning quality and activity section also introduced. Continuing issues around data quality. | Amber → |

Examples of Ensuring a positive experience of care and support outcomes reported by Peterborough service users and carers

- Peterborough Care, a local company who own Broadleigh and Lavender House care homes was nominated and won the 'Care Employer of the year' award at the Great British Care Awards East Region. This is a great achievement and recognition for the Homes and their staff. Having well supported and motivated staff improves the standards of care delivered to service users. The homes have since gone on to achieve ISO 9001/2008 in recognition of commitment towards Total Quality Management.

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 | Result |
| The proportion of people using social care services who feel secure | To be measured via Adult Social Care User Survey – Baseline taken from 2009-10 equipment user survey. Percentage show the proportion who have no worries or who have support to ensure that they have no worries about their personal safety. | Benchmarking median = 73.5% | 2009-10 76.2% |
| Acute hospital admissions as a result of falls or falls injuries for over 65s | Taken from NHS Hospital Episode Statistics – the number of acute hospital admissions between April 2010 and November 2010 is shown. | No target set | Nov 10 592 |
| Previously NI145 - Percentage of adults with learning disabilities in settled accommodation | 557 out of 702 adults with learning disabilities are in settled accommodation. High is Good. 2009-10 England average = 61% | 75% | Q3 79.34% → Green |
| Proportion of referrals to adult safeguarding services which are repeat referrals | Based on data between 1 Oct 09 to 31 Mar 10 there were 5 repeat referrals. (Excluding "Alert" only) | No target set | Oct 09 to Mar 10 3.5% |
| Previously NI149 Percentage of adults in contact with secondary mental health services in settled accommodation | As at end December 10 791 adults were known to be in settled accommodation out of a total of 1485. This area is a key focus for improvement for the mental health trust and performance has improved to 55.8% as at January 2011 High is good. 2009-10 IPF Average = 64.8% 2009-10 National Average = 59.1% | 63% | Q3 53.3% → Red |

| Protecting from avoidable harm and caring in a safe environment Related Projects | | | |
|--|--|---|-------------------|
| Project (Improvement Plan Workstreams) | Description | Progress update | Status |
| <i>Joint Planning & Capability - new specialist safeguarding team</i> | Create and recruit to team. | December 2010 - Interviews have taken place and some appointments have been made. Interim lead in post. | Green → |
| <i>Prevention - strengthen the training for safeguarding</i> | Commission training to further strengthen the receiving, assessing, investigating and completing work about safeguarding concerns | Terms Of Reference updated. National competencies agreed | 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, interim lead in post | Green → |

Safeguarding Referrals

A total of 471 safeguarding alerts have been received between April – Dec 2010, 329 (69.95%) of which progressed to become a safeguarding referral. During the third Quarter 141 alerts were received, 108 (76.6%) of which progressed to referral. Issues remain around capturing closure and outcome information for the purpose of reporting and further work is being undertaken following the appointment of dedicated support staff for the safeguarding co-ordination and administration functions.

Commissioning Activity

The following is an activity summary for Adult Social Care related activity as at end December 2010

- The open social care caseload within Peterborough Community Services (PCS) was 4309 people, and within Cambridgeshire and Peterborough Foundation Trust (CPFT) was 390 people.
- In Quarter 3 PCS received 1882 referrals, slightly less than in Quarter 2 which is due to the seasonal dip during December.
- In the year to date as at end December 2010 PCS had assessed the needs of 1578 new clients, whilst CPFT had assessed the needs of 19 new clients.
- In Quarter 3 PCS carried out 1114 review bringing the 12 month rolling total to 3834 people, 88% of those receiving a service in the year. CPFT had carried out reviews for 379 people during the previous 12 months, 95.2% of those receiving a service.
- In Quarter 3 PCS put in place 593 care packages, with the numbers dropping during November and December.
- As at 1 January 2011 2917 service users were receiving care provisions commissioned from the independent sector with an annual projected value of £35,410, an increase from 2855 with an annual value of £34,727 at the end of Quarter 2

Quality of social care provision in Peterborough

The latest CQC report on the quality of care provision in Peterborough shows that of the 29 homes in Peterborough as at September 2010 which the PCT commissions placements from:

- 6 were rated Excellent – accounting for 117 places 11.3% of all places. The PCT commissions 19 (16.2%) of these places.
- 17 were rated Good – accounting for 563 places, 51.6% of all places. The PCT commissions 191 (33.9%) of these places.
- 6 were rated Adequate – accounting for 411 places, 37.7% of all places. The PCT commissions 127 (30.9%) of these places
- No homes were rated as Poor

Overall the quality of residential and nursing home services commissioned by the PCT is poorer than our comparators and the national average, whilst the quality of commissioned domiciliary care services is better than our comparator and national average.