

**APPENDIX 1**  
**Adult Social Care – Quarter 4 2010-11 Performance Report**

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**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:			
Indicator	Comment	Target 10/11	Q4
<b>The proportion of those using social care who have control over their daily life.</b>	The proportion of respondents who said they had as much control as they wanted over their daily lives. Another 44.4% said they had adequate control.	Not set 2008-09 home care users IPF Ave = 42.59%	<b>32.6%</b> <b>2010/11</b>
<b>Social Care quality of life</b>	The proportion of respondents who stated their quality of life was either good, very good or could not be better.	Not set - new indicator	<b>58.2%</b> <b>2010/11</b>
<b>Carer reported quality of life</b>	To be taken from new carers survey – piloted in 2009-10 as voluntary return.	Not set new indicator	<b>Survey will not run until 2011/12</b>
<b>Percentage of adults with learning disabilities in paid employment</b>	Numbers supported in employment increased to 93 (14.6%) in a difficult economic climate. High is good. 2009-10 England Average = 6.4% - IPF Average = 6.4% 2009-10	13%	<b>14.6%</b> <b>Green</b> ↑
<b>Percentage of adults and older people receiving self directed support</b>	This is a provisional result and may change but the target will not be achieved. High is good	<b>60%</b>	<b>39.38 %</b> <b>Amber</b> ↑
<b>Percentage of adults in contact with secondary mental health services in paid employment</b>	High is good. National average is 9%.	<b>7.5%</b>	<b>7.0%</b> <b>Red</b> ↑
<b>Percentage of adults with learning disabilities in settled accommodation</b>	464 out of 635 adults with learning disabilities are in settled accommodation. High is Good. 2009-10 England average = 61%	<b>75%</b>	<b>73.1%</b> <b>Amber</b> ↓
<b>Percentage of adults in contact with secondary mental health services in settled accommodation</b>	. High is good. 2009-10 IPF Average = 64.8% 2009-10 National Average = 59.1%	<b>63%</b>	<b>62.1%</b> <b>Amber</b> ↑

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	39.38% (as of 31.03.10) of customers had personal budgets. PCS alongside NHSP Performance and Informatics are investigating possible reporting and data quality issues that may be impacting on reported performance.	<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.	Policy completed, signed off by policy group. Training to the policy to be discussed with CCS and CPFT and included within practitioner development.	<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 preferred directory provider has been selected, approval sought at the ASC Project Board on 17 June. Work with Peterborough Direct on wider advice and information delivery is ongoing and on schedule.	<b>Green</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	Following approval of business case, work is now proceeding. 7 new users and 5 new families recruited by March 2011. Advertising campaign underway.	<b>Green</b>

### Additional Key Activity Data

NUMBER OF PEOPLE RECEIVING DIRECT PAYMENTS WHO DID NOT HAVE ONE PREVIOUSLY	2009/10	Q1 – 2010/11	Q2 – 2010/11	Q3 – 2010/11	Q4 2010/11
Older People	51	22	25	25	20
People with a learning disability	12	6	5	9	8
People with physical and sensory disabilities	43	13	18	14	11
Mental Health (18-64)	3	2	2	0	4
Substance Misuse	0	0	0	0	0
Carers	41	2	2	9	8
Total	150	45	52	57	51

The number of new recipients of Direct Payments rose slightly each quarter, excepting quarter 4, with a total of 205 new recipients in 2010-11 compared to 150 in 2009-10.

## Personalisation and enhancing quality of life

Some recently received feedback from people receiving self directed support is provided in an anonymous form below:

- R says of her personal budget “It is more flexible and it promotes my independence and choice. I now enjoy my support. This has not always been the case.”
- L’s mother said “I thought L would be in residential care all her life. Self Directed Support has given me back my daughter.”

Results for the statutory social care user survey show.

- 30.3% (123) of respondents felt that they were able to spend their time as they wanted, doing the things they wanted. 33.3% (135) felt they were able to do enough of the things they enjoy. 28.1% (114) felt they were able to do some but not enough of the things they enjoy and 8.4% (34) stated that they don't do anything they value or enjoy with their time.
- 56.9% (234) of respondents felt that having help made them feel better about themselves. Another 32.8% (135) stated that having help did not affect the way they think and feel about themselves. However, 9.2% (38) felt having help sometimes undermined the way they think and feel about themselves, and 1% (4) felt it completely undermined the way they felt about themselves.

## 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 2011/12	Q4
<b>Permanent admissions to residential care homes per 1,000 population</b>	During 2010-11 we made 185 supported admissions to permanent residential or nursing care homes. 11 for people aged 18-64 and 174 for people aged 65 and over. Per 1,000 of the population this equates to 7.34 for 65+ placements and 0.12 for 18-64 year olds. Low is good.	No target set	>65 0.12 <65 7.34 Green ↔
Previously NI131 - <b>Delayed transfers of care from hospitals per 100k population</b>	The final outturn for the delayed transfer indicator was below target despite high levels early in the year. Low is good	5.9	5.34 Green ↑
<b>Proportion of people achieving independence 3 months after entering intermediate care</b>	High is good. 2009-10 CIPFA Average = 80.9%, 2009-10 England Average = 81.2% 86.7% of older people discharged from hospital into intermediate care services were still living independently in their own homes three months later. A slight deterioration but still above target and comparatively high.	85%	86.7% Green ↓
<b>Previously NI 135 Proportion of carers receiving an assessment or review in the year</b>	1875 carers received an assessment or review within the year. This is a slight increase on the previous year. High is good	36%	34.7% Amber ↑

Results for the statutory social care user survey show.

- 60.6% (246) of respondents felt that their home met their needs very well, whilst 29.1% (118) felt their home met most of their needs. 7.9% (32) felt their home only met some of their needs and 2.5% (10) felt that their home was totally inappropriate for their needs.
- 27.2% (109) respondents felt that they could get to all of the places in their local area that they wanted. 25.4% (118) reported sometimes having difficulties getting to the place that they want. 18% (72) said they could not get to all the places within the local area and 29.4% (118) said they did not leave their home.

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 enhances with new emphasis on social inclusion and occupation. Significant increase in sporting activities. Football team won national trophy	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	Q4 – 2010/11	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	216	47	44	61	44	196
Number of people receiving <b>residential</b> intermediate care to prevent hospital admission	221	88	72	45	37	242
<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	722	192	210	173	166	741
Number of people receiving <b>residential</b> intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	208	80	66	66	70	282

1462 people received some form of intermediate care in the course of 2010/11 an increase from the 1367 people receiving these services in 2009-10. The main area of growth was in numbers receiving residential intermediate care to support hospital discharge (+35%), although there was some smaller percentage growth in those receiving residential intermediate care to avoid a hospital admission (+9.5%).

## 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	Result
<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>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>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>

### 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)	New performance report developed based upon ASC outcome framework. Work underway to create a regional performance improvement and peer review framework. Continuing issues around data quality.	<b>Amber</b>

Results for the statutory social care user survey show

- 56.9% (234) respondents felt that having help made them feel better about themselves. Another 32.8% (135) stated that having help did not affect the way they think and feel about themselves. However, 9.2% (34) felt having help sometimes undermined the way they think and feel about themselves, and 1% (3) felt it completely undermined the way they felt about themselves.

## 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
<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>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>

Other results for the statutory social care user survey show

- 57.6% (235) of respondents said that they felt clean and able to present themselves as they would like. 37.7% (154) felt adequately clean and presentable. 4.7% (19) did not feel adequately clean or presentable.
- 65.4% (268) felt their home was as clean and comfortable as they wanted and 31.5% (129) felt their home was adequately clean and comfortable. With 2.4% (10) feeling their home was not quite clean or comfortable enough and 0.7% (3) feeling it was not at all clean or comfortable.



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. Decision taken to place team with PCC and permanent Lead and Social work consultant will be recruited via PCC process.	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 plan developed for 2011-12 E-learning package purchased and will be trailed during June/July Training for some Direct Payment customers delivered	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.	Green

## Commissioning Activity

The following is a brief summary of adult social care activity provided during 2010-11

- 2664 contacts for new clients made during the year were dealt with solely at, or near to the point of first contact, an increase from 2457 during 2009-10.
- Peterborough Community Services and Cambridgeshire and Peterborough Foundation Trust reviewed a total of 4453 existing clients during the year, an increase from 4155 during 2009-10. There was however, a small decrease in the number of reviews carried out for adults aged 18-64 with mental health problems (443 in 09/10 – 422 in 10/11), or physical disabilities (827 in 2009-10 to 790 in 2010-11).
- The number of new clients assessed for adult social care services remained around the same with 2054 being assessed during 2010-11, 576 adults aged 18-64 and 1478 older people. 1601 of these new client assessments resulted in a social care support plan and services.
- A total of 5937 people received social care services during 2010-11, an increase from 5898 in the previous year.
- Numbers of younger adults in residential or nursing care during the year decreased from 168 in 2009-10 to 145 in 2010-11. The number of older people in residential / nursing care placements also decreased from 710 to 538.
- 2235 people received either self directed support or direct payments within the year, compared to 1055 in 2009-10. IN 2010-11 418 of these people went on to receive a direct payment as all or part of their care package (18.7%) compared to 164 (15.5%) in 2009-10.
- 95 carers received either self directed support or direct payments during 2010-11, compared to 56 in 2009-10.

At a previous meeting the Scrutiny committee received some analysis produced by CQC around the quality of care homes in the City. The Committee requested information around which of the local care homes accepted the Local Authority fee structure. The table below outlines the independent provider homes providing services for older people in the City, their current rating and date of last inspection. All bar two of the homes do accept placements under the Council's existing fees structure.

<b>Home Name and Location</b>	<b>Current rating</b>	<b>LA fees accepted</b>
<b>Park House Nursing Home – Park Crescent</b>	<b>Excellent (December 2008)</b>	<b>Individual agreement</b>
<b>Lavender House - Broadway</b>	<b>Excellent (December 2009)</b>	<b>Yes</b>
<b>Broadleigh - Broadway</b>	<b>Good (September 2008)</b>	<b>Yes</b>
<b>Longueville Court – Orton Longueville</b>	<b>Good (April 2010)</b>	<b>Yes</b>
<b>Werrington Lodge - Werrington</b>	<b>Good (September 2008)</b>	<b>Yes</b>
<b>St Margaret's Rest Home – Aldermans Drive</b>	<b>Good (11 July 2008)</b>	<b>Yes</b>
<b>Star Residential – Star Road</b>	<b>Good (April 2009)</b>	<b>Yes</b>
<b>Philia Lodge – Eastfield Road</b>	<b>Good (August 2008)</b>	<b>Yes</b>
<b>The Tudors – North Street Stanground</b>	<b>Good (January 2008)</b>	<b>Yes</b>
<b>Florence House – Park Road</b>	<b>Good (January 2010)</b>	<b>Yes</b>
<b>Clair Francis retirement home – Park Road</b>	<b>Good (October 2008)</b>	<b>Yes</b>
<b>Field House - Eye</b>	<b>Good (October 2008)</b>	<b>Yes</b>
<b>Maxey House – Deeping Gate</b>	<b>Adequate (November 2009)</b>	<b>Yes</b>
<b>Astoria Park – Park Crescent</b>	<b>Adequate (January 2010)</b>	<b>Yes</b>
<b>Wentworth Croft - Bretton</b>	<b>Adequate (September 2009)</b>	<b>Yes</b>
<b>Avery House - Hampton</b>	<b>Adequate (March 2010)</b>	<b>No</b>

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