

Adult Social Care – Quarter 2 2011-12 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 11/12	Q2
NI 127 Self reported patient experience (expressed as a score out of 24)	Social Care users' perceptions of services they receive are an essential aspect of assessing whether the personal outcomes that people want from care and support services are being delivered. Taken from statutory user survey. High is good	No target set 2010-11 provisional results – comparator average = 18.6	18.8 2010-11
Percentage of adults with learning disabilities in paid employment	Numbers of adults with learning disabilities who were supported in paid employment increased in Q2. High is good. Provisional 2010-11 England Average = 7.2% - IPF Average = 5.7%	13.7%	18.83% Green ↑
Percentage of adults and older people receiving self directed support	2507 clients were receiving self directed support, as at 30 September. This has been set against a newly profiled figure for all users, which evidences better performance than previous reported but still a slight deterioration in overall percentages month on month (see appendix one) High is good. Provisional 2010-11 Comparator Ave = 33.8% National Ave = 30.1%	60%	57.59 % Amber ↓
Percentage of adults in contact with secondary mental health services in paid employment	82 out of the 1046 adults in contact with secondary mental health services were in paid employment at end August 2011. Provisional 2010-11 national average (9%) and comparator average (8.7%) High is good.	7.5%	8.0% Green ↑
Percentage of adults with learning disabilities in settled accommodation	478 out of 650 adults with learning disabilities are in settled accommodation. High is Good. Provisional 2010-11 Comparator Ave = 57.3% England average = 61.0%	75%	73.5% Amber ↓
Percentage of adults in contact with secondary mental health services in settled accommodation	649 out of the 1010 adults in contact with secondary mental health services were in settled accommodation. High is good Provisional 2010-11 England average (66.6%) and Comparator average (67.2%).	63%	64.3% 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	As at 30 the September 2011 57.59% of customers had personal budgets. A system is now in place to audit all reviews within which take place within PCS and do not result in a personal budget, in order ensure personal budgets are always being offered when appropriate.	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.	Risk enablement is now included in PCS training modules.	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.	A preferred directory provider has been selected, approval gained at the ASC Systems Project Board on 17 June. Work with Peterborough Direct on wider advice and information delivery is ongoing and on schedule.	Green
<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	The Scheme continues to expand and now provides support to 24 people by 11 families. The marketing exercise has been delayed but will take place in the next 2 months.	Green

Additional Key Activity Data

NUMBER OF PEOPLE RECEIVING DIRECT PAYMENTS WHO DID NOT HAVE ONE PREVIOUSLY	2010/11	Q1 – 2011/12	Q2 – 2011/12	Q3 – 2011/12	Q4 2011/12
Older People	92	13	20		
People with a learning disability	28	2	2		
People with physical and sensory disabilities	56	13	13		
Mental Health (18-64)	8	12	13		
Substance Misuse	0	0	0		
Carers	21	2	0		
Total	205	42	48		

The numbers of new people receiving Direct Payments increased again slightly within the second quarter. With a marked increase in older people.

The Self Directed Support Dashboard is attached at Appendix 1

Personalisation and enhancing quality of life

Support Planning Pilot Case Study (Circles Network)

A young man has historically refused to take part in activities outside of the home unless supported by his parents. He does not want to employ anyone to "follow him around" and does not want to access any services that are available for people with a disability or Autism. The development of his Support Plan has encouraged him to think about the things he enjoys and opportunities he would like to have but has previously be unable to financially afford. He has now approached a family friend to support him to access some of his interests in the community like watching football games and visiting places of interest. He is using a direct payment to pay for the activities and to cover the expenses of the family friend. This has given the young man a huge boost of confidence and has decreased the dependency on his parents but maintains his safety, health and wellbeing. In time these positive experiences will enable him to think seriously about his dream of living independently.

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	Q2
Permanent admissions to residential care homes per 1,000 population	In the first 6 months of the year we have placed very few older people into permanent residential or nursing care and look set to be below the full year target. However, our placements for those aged under 18-64, despite being low overall numbers, are nearing the full year target, Low is good.	FY 7.9 > 65 FY 0.11 < 65	>65 2.7 <65 0.09 Green ↓
Previously NI131 - Delayed transfers of care from hospitals per 100k population	The year to date average number of delayed transfers of care rose in August 2011, reflecting a rise in numbers in both acute and mental health settings, this has impacted on the ytd weekly average, despite the levels falling again in September. Low is good	5.9	6.09 Amber ↓
Proportion of people achieving independence 3 months after entering intermediate care	Between Apr – Aug 2011 90.7% of older people discharged from hospital into intermediate care services were still living independently in their own homes three months later. In August 100% was achieved for the first time. High is good. Provisional 2010-11 benchmarking: Comparator Average = 79.6%, England Average = 83.1%	85%	90.7% Green ↑
Previously NI 135 Proportion of carers receiving an assessment or review in the year	1475 carers received an assessment or review within the last rolling 12 months. Although this is deteriorating performance and significantly below target it is still within the top quartile of comparator performance (24.7%) High is good	36%	27.3% Amber ↓

Initial evaluation of the re-ablement service, has shown the following positive impacts:

Of the five people leaving the end of the service following re-ablement:

- 4 required no support at the end of the re-ablement period
- 1 required ongoing support, however, this was reduced by 50% at point of discharge from re-ablement
- Average improvement in health and wellbeing ratings between start and end of re-ablement: 38%

	Average start hours per week	Average end hours per week	Average duration (weeks)	Completers			
				No ongoing support required	Reduced ongoing support required	No change to ongoing support	Increased ongoing support required
Expected	8.64	7.61	5.80	56%	18%	18%	9%
Actual	8.28	0.70	5.90	80%	20%	0%	0%

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.	This post has not be mainstreamed and discussions are continuing to mainstream it. The service has focused initially on promoting access to football with a team being established which has participated in a number of local and regional competitions.	Amber
<i>Living My Life – Reablement</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.	Phase 1 implemented; reablement service available at discharge from hospital. Service capacity to deliver required outcomes and unit costing under review. Initial outcome monitoring indicates a 38% improvement in social care outcomes for those completing a period of re-ablement.	Amber
<i>Learning Disability Intensive Community Support Team</i>	Provision of an intensive community support service to support people returning ton Peterborough from out of area residential placements.	The Intensive Support Team has identified 30 people who can return to Peterborough over the next 3 years. Seven people are already in new support and care packages in the City with another 6 planned before the end of March 2012. Preparatory work is underway for the next group of people who are likely to return in 2012-13.	Amber

Additional Key Activity Data

Intermediate Care Services

ACTIVITY AREA	2010/11	Q1 – 2011/12	Q2 – 2011/12	Q3 - 2011/12	Q4 – 2011/12	Total YTD
Intermediate Care Services to prevent hospital admissions						
Number of people receiving non-residential intermediate care to prevent hospital admission	196	81	43			124
Number of people receiving residential intermediate care to prevent hospital admission	242	49	43			92
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	741	58	36			94
Number of people receiving residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	282	102	94			196

The numbers going through intermediate care services have dropped slightly in Quarter 2

Re-ablement Case Study

Mrs W Came to the Re-ablement service in June 2011, she had been admitted to Hospital with a severe diarrhoea & vomiting, and then contracted Pneumonia so had spent approximately 3 weeks in Hospital. When she joined our service she was extremely upset, fatigued and was unable to climb her stairs, unable to carry out any personal care or food preparation. At first she was very anxious about doing any task's for herself and needed a lot of encouragement to carry out any personal care or food preparation. Within 3 weeks of being with the service she was able to get halfway up her stairs and back again but only with staff present, as she did not feel safe to practise this goal when on her own. This was a big step for Mrs W. She was also starting to do certain tasks of food preparation without any prompting from our re-ablement staff. At the 4/5 week visit Mrs W was much more independent, she was now going up and down her stairs without any support, had returned to sleeping back in her bedroom and was doing all her own personal care. Mrs W had gained over ½ a stone in weight since her discharge from Hospital and was very happy with the progress she had made. Mrs W was discharged from the service in mid-August requiring no further support.

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	Q2
Overall satisfaction with local adult social care services	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%	60.8% No update
The proportion of people using social care and carers who express difficulty in finding information and advice about local services	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	53.1% No update
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.	No target set	09-10 94.28% No update

Southern Cross home successful transfer

Astoria Park a home formerly run by Southern Cross has been successfully transferred to a local high quality independent provider

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)	Reviewing activity and finance reporting as part of the overall transitions work to bring services back into the Council. Developing enhanced specifications for delivery of social care services including quality metrics and data quality metrics, currently ongoing. The first Local Account for Peterborough is on schedule for publication in December 2011. National benchmarking reports are now available.	Amber
<i>Closure of residential homes</i>	Planned closure of residential homes and development of extra care housing	Two further residential care homes have close and The Spinney – extra care at Eye has opened. Further developments are being planned and consulted on.	Green
<i>Implementation of electronic call monitoring</i>	The implementation of a Homecare Electronic Call Monitoring System, which will allow remote tracking and monitoring of care delivered by paid carers in people's own homes	Tender exercise completed and preferred provider selected subject to NHSP and PCC final approval. Go live date now pushed back due to organisational changes leading to some delays.	Amber

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	Q2
The proportion of people using social care services who feel secure	66% of respondents to the statutory survey reported feeling as safe as they wanted.	No target set – baseline year	66% No update
The proportion of people using services who said those services make them feel safe and secure	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	55% No update

The following Safeguarding specific reports are attached for information

- Appendix 2 – Safeguarding summary report
- Appendix 3 – Safeguarding alerts and targets
- Appendix 4 – Safeguarding Training
- Appendix 5 – Safeguarding dashboard

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.	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	E-learning package has been trailed and will be launched in late October Assessment of learning process in place and positive feedback from staff and managers. National competencies adopted and incorporated into basic level training. Further training for Direct Payment customers delivered and for Appropriate Adults volunteers.	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

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