

Adult Social Care – Quarter 4 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:

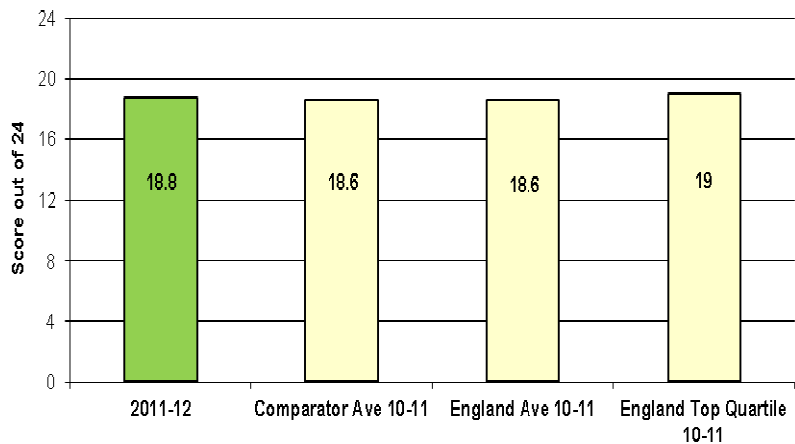
- We will make sure systems are in place to allow people who require social care support to easily find and choose quality support, and control when and where services are provided, and by whom;
- For those people eligible for council funding, the amount available to them is known prior to the person 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:

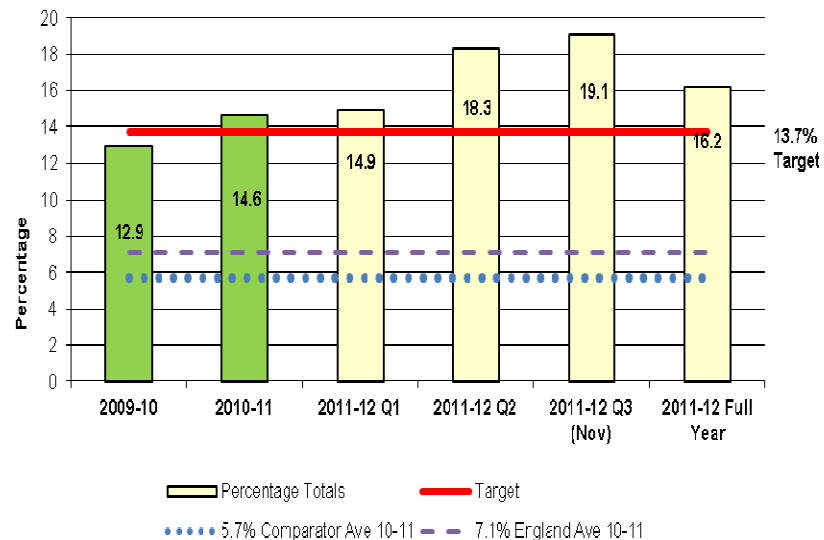
- We will create a universal information and advice system for adult social care. Everyone needs universal access to information and advice to ensure they can live their lives and choose the best support regardless of how that is funded. All people should be able to access universal services such as 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: DASHBOARD			
Indicator	Comment	Direction of travel	Q3 RAG
Self reported patient experience	Update from the survey completed in Feb – March 2012. The combined quality score is 18.8 which is unchanged since the previous year. Initial bench-marking suggests this is slightly above national average of 18.7 for 2011/12		Green
Adults with learning disabilities in paid employment	16.2% of all adults with LD known to the department in 2011/12 were in paid employment. A further improvement on the previous year.		Green
Adults and older people receiving self directed support (SDS)	Although we have improved the percentage from last year (39.4-41.3%) we have struggled to meet the target. This is in large part due to fall out of short term service users who never become eligible for a personal budget.		Amber
Adults in contact with mental health services in paid employment	Local performance information indicates that the target was met – national information is awaited.		Green
Adults with learning disabilities in settled accommodation	The percentages in settled accommodation remain similar to last year and ,although comparatively good nationally, did not quite achieve the target of 75%		Amber
Adults in contact with mental health services in settled accommodation	Local performance information indicates that the target was met – national information is awaited.		Green

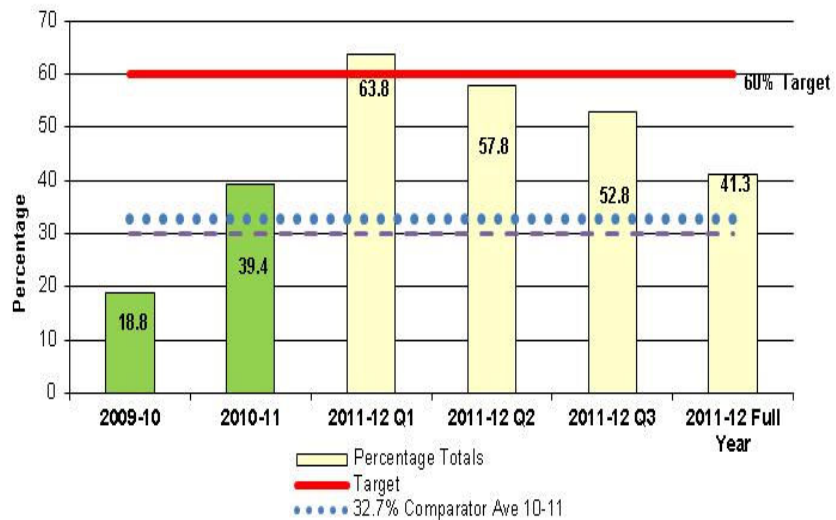
Self reported experience of social care users (1A)



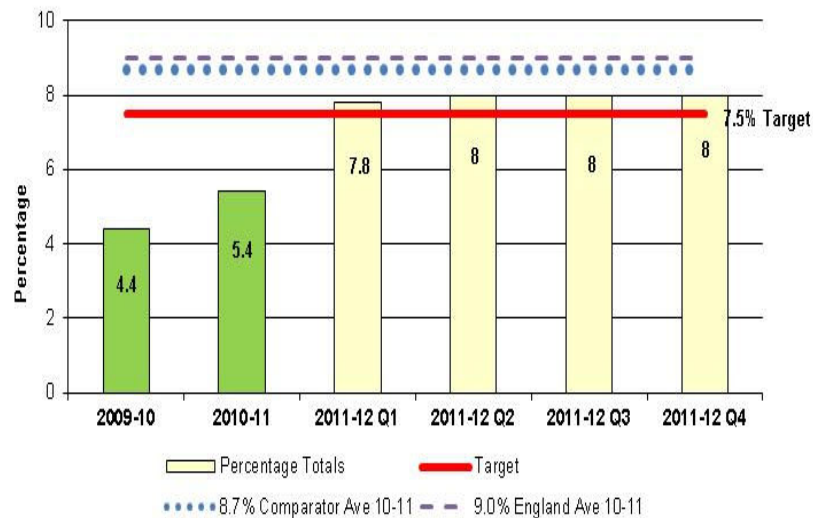
Adults with learning disabilities in employment (1E)

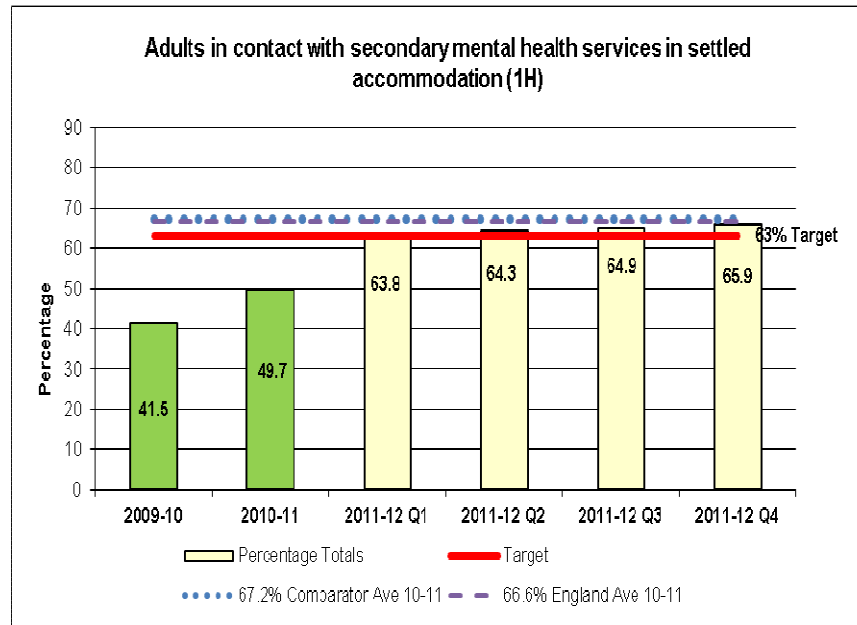
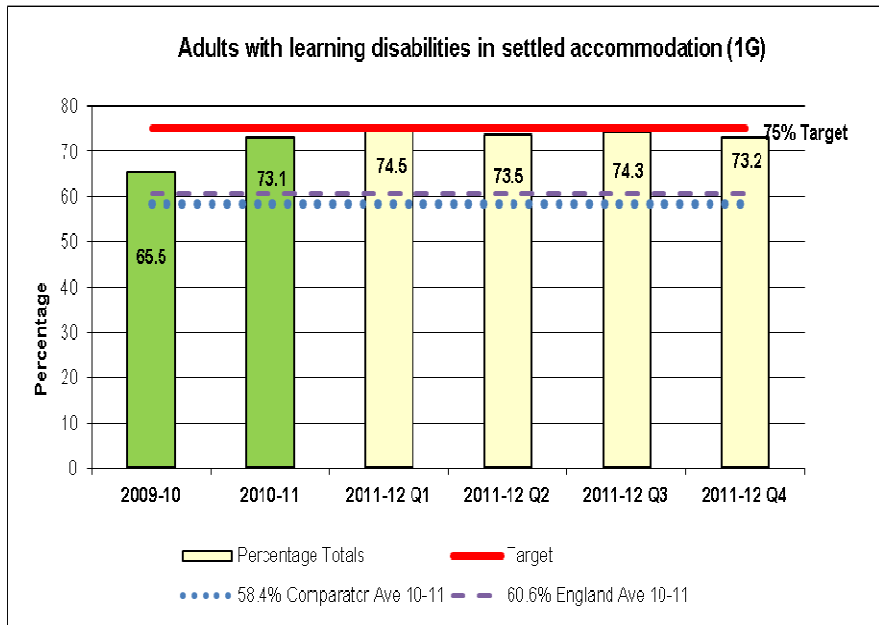


Social care clients receiving Self Directed Support (1C)



Adults in contact with secondary mental health services in employment (1F)





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	During 2012/13 41.3% of anybody receiving services through Adult Social Care received them via a personalised budget. A system is now in place to audit all reviews which take place within the department which do not result in a personal budget, in order ensure personal budgets are always being offered when appropriate. The inability to reach 60% is thought to be due to the introduction of changes to deliver such as re-ablement, where there are a high percentage of people leaving without needing a permanent service.	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.	Complete: the policy was reviewed in March 2012.	Green

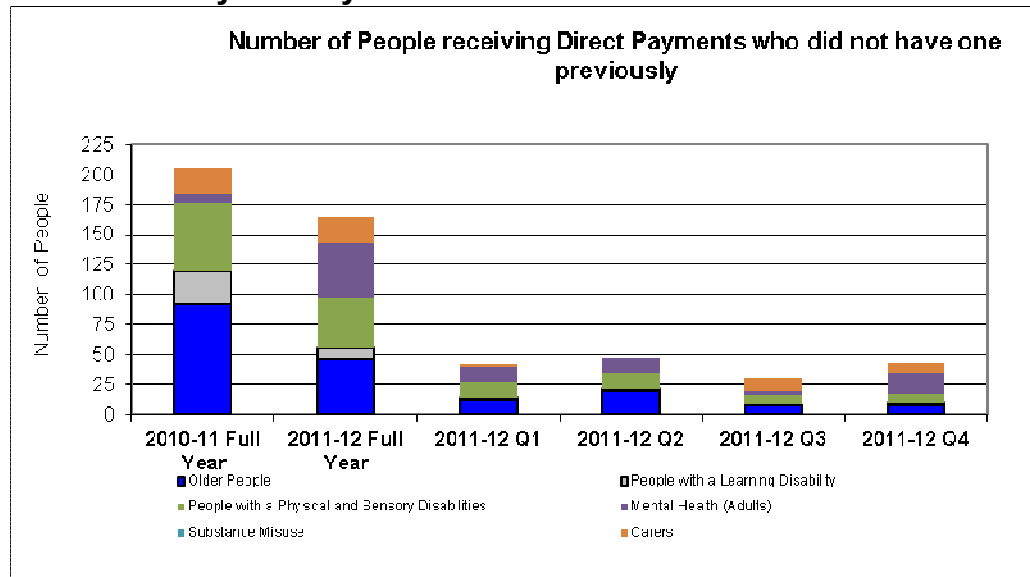
Promoting personalisation and enhancing quality of life for people with care and support needs

Related Projects

Project	Description	Progress update	Status
<i>Living My Life - 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.	The implementation of the online directory was delayed due to the transfer of the department back into the council and the need to take stock of the web tools and services available to the Council. Creation of an universal directory and refreshed web pages for the transferred Adult Social Care service is a key priority for delivery this year. We are working to ensure we have a user friendly online directory and web pages that will be able to be developed at a later stage to provide direct links through to booking systems. We expect to deliver this by the third quarter of 2012/13.	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	We now have 12 sets of carers supporting 25 service users in all. The Scheme offers a range of support i.e. some carers offer Respite, some offer Day Care, some offer full time, permanent (live-in) support, it is all dependent on need of individuals and the skills/knowledge of the carers. We work together with service users to match individual need with skills/ability of carers.	Green

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Additional Key Activity Data



The number of new recipients of direct payments fell to 164 in 2011/12, although there was growth in the use for mental health support packages. The overall numbers receiving direct payments remained stable however.

Peterborough City Council Supported Employment (PCCSE) A Success Story

PCCSE, has been supporting people with disabilities and long term health conditions into sustainable employment over the past 40 years.

During the past 6 months it has had unprecedented success levels securing jobs for service users despite the tough economic and jobs market and is currently the top performing supported employment provider in the East of England and amongst the very top performers nationally.

PCCSE support a range of conditions including learning, autism, physical, sensory and mental health conditions, providing a modular, customer-centred service supporting individuals to overcome their short and long term barriers to employment. Its customers have a range of abilities, experience and qualifications, from graduates to entry level, who can provide invaluable talent, skills and motivation to any vocation. PCCSE recent successes have included securing jobs in manufacturing, engineering, warehouse and distribution, office admin, care work, catering and security.

Recent success stories:

“Mr X first came to PCCSE in September of 2011 and had been unemployed for a period of 4 years due to ill health through the physical requirements of his then job.

When he arrived he was lacking in confidence and although his motivation levels were there, there was always doubt that his physical fitness and health problems would impact on his ability to secure employment. Mr X attended pain management classes to help him seek acceptance of his condition and its effects on him.

PCCSE worked closely together with him and started initially by updating his CV, talking about previous positions held and what skills and abilities he had taken to and from each of these roles. They also spoke of previous training he had received and although initially he was looking to go into a different occupation he decided that after a work experience placement this was not what he wanted. His wish was to go back to the role that he enjoyed and had spent most of his life doing which was care work.

Support was given to work through concerns from Mr x's family. Time was spent job searching and applying for positions. Initially applications were filled out at PCCSE and as time went on Mr X became confident enough to also apply for positions independently. He has now secured a position with a community based care provider. PCCSE will continue to provide ongoing support to Mr X until both he and his employer are happy that support is no longer needed.”

“Mr Y has a learning disability and upon first attending his confidence levels were low as he had been out of paid employment for several years, only managing to secure voluntary positions. PCCSE commenced the program by putting together a CV which listed his skills and attributes. They established that his numeracy and literacy skills needed to be improved so after having discussions he felt that he would like to improve these and enrolled him onto the “Skills for Life” course at City College, Peterborough.

PCCSE then set up an email account so that we could apply for positions online and registered with several agencies and applying for numerous positions and whilst going through this process Mr Y became more and more confident.

PCCSE then had the opportunity for him to attend an interview at Lovefilm. Prior to attending this they had several sessions concentrating on interview skills and techniques in preparation for any questions that may have arose. On the day of his interview a member of staff collected him from his home address and took him to the venue. After his interview he was offered a position on a 13 week contract and started the following week. As the client at the time did not have any transport this was arranged for him with a local taxi service. PCCSE later provided support in helping him to travel to work independently on public transport.

Mr Y received support with signing off claiming his jobseekers allowance and was also helped with housing forms and the start of employment. He has now held this position for a period of 6 months and is progressing and performing very well.”

Outcome 2: Preventing deterioration, delaying dependency and supporting recovery.

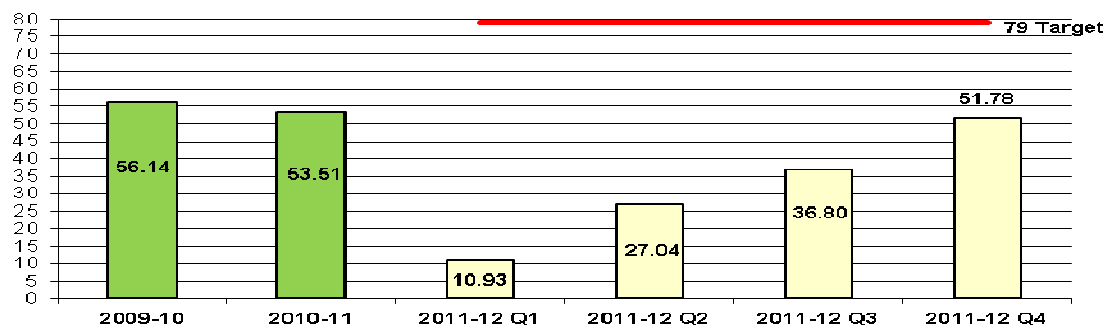
Summary of Key Priorities

The Peterborough *Living My Life* programme says about prevention and re-ablement:

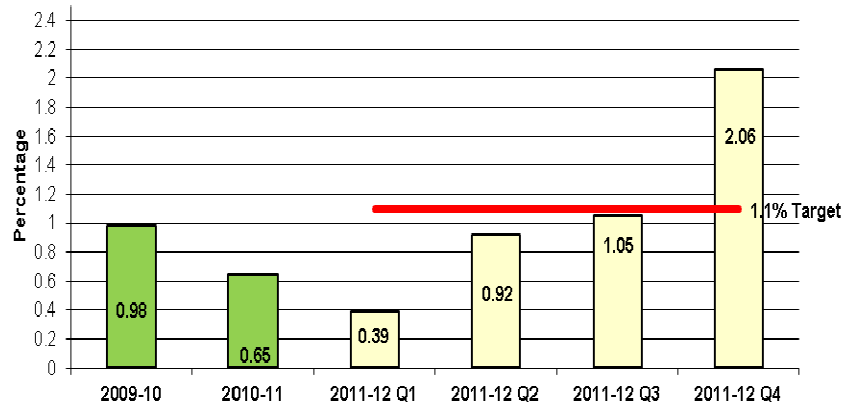
- We want people to have access to support that will help them to stay independent for as long as possible.
- When people need some help to regain independence to live in their own home after an accident or a period in hospital, we want to be able bring all partners together to provide some intensive 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: DASHBOARD			
Indicator	Comment	Direction of travel	Q4 RAG
Permanent admissions to residential care homes per 1,000 population age 65+	The number of permanent admission of older people into residential care reduced again this year and is well below the national and comparator average.	↑	Green
Permanent admissions to residential care homes per 1,000 population age 18-65	The number of younger adults admitted into permanent residential care, although small, has increased in 2011/12.	↓	Amber
Delayed transfers of care from hospitals per 100k population	The number of delayed transfers, although slightly increased, remain comparatively low and within the ceiling target.	↓	Green
Proportion of people achieving independence 3 months after entering intermediate care	A higher percentage of older people discharged from hospital into intermediate care were living independently at home 3 months later than the previous year, exceeding targets.	↑	Green
Proportion of carers receiving an assessment or review in the year	The proportion of carers receiving a service following assessment has reduced in 2011/12 although is still comparatively high. Work need to be undertaken to analyse the quality of assessments during 2012/13	↓	Amber

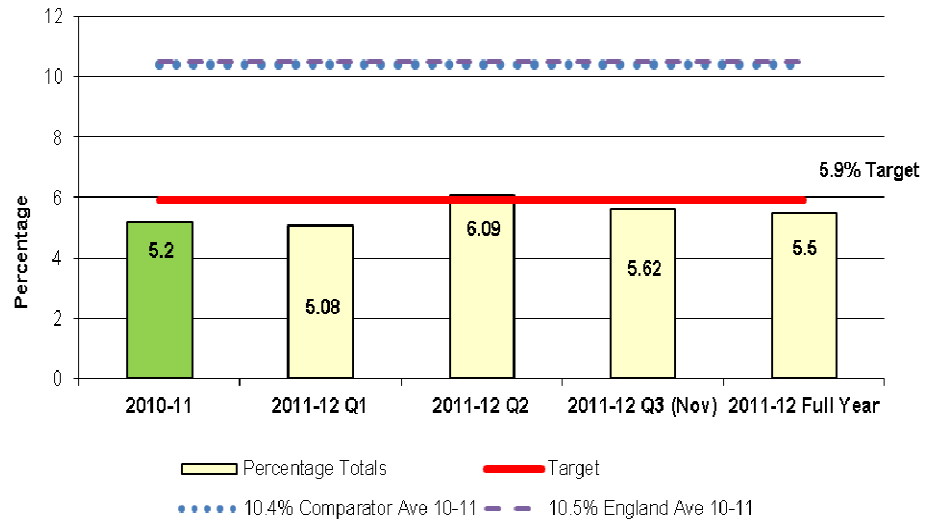
Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care per 10,000



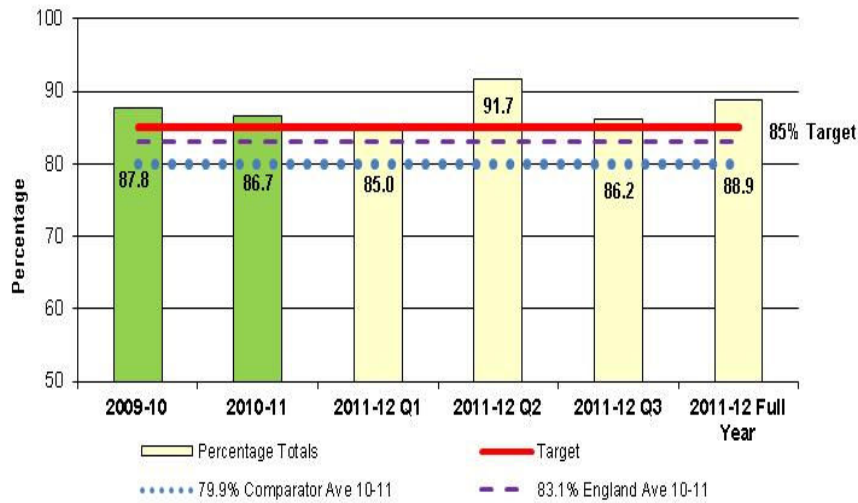
Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care per 10,000



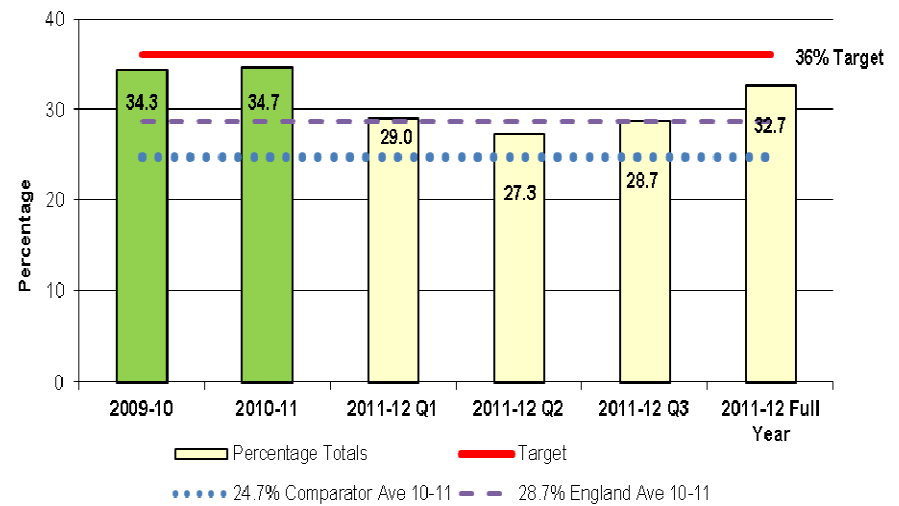
Delayed Transfers of Care (2C)



Achieving independence for older people through rehab/intermediate care (2B)



Carers receiving needs assessment or review and a specific carer's service, or advice and information



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 role has been mainstreamed – completed	Green
<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.	Initial phases implemented; reablement service available at discharge from hospital and for new referrals to community social work teams. Independent sector providers are being used to increase capacity. Staff are receiving training in the new default pathway for reablement. A dashboard is under development to track outcomes of reablement.	Amber
<i>Learning Disability Intensive Community Support Team</i>	Provision of an intensive community support service to support people returning to Peterborough from out of area residential placements.	The Intensive Support Team has identified around 30 people who can return to Peterborough over three years. Ten people have already returned to Peterborough to new support and care packages in the City with another ten planned to return before the end of March 2013. Preparatory work is underway for the next group of people who are likely to return in 2013-14.	Green

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	63	58	245
Number of people receiving residential intermediate care to prevent hospital admission	242	49	43	89	75	256
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	60	71	225
Number of people receiving residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	282	102	94	56	93	345

Intermediate care services have maintained their level of service, the drop in numbers receiving non residential intermediate care is thought to be due to the removal of hospital at home and palliative care services from the count.

THE SUPPORTING CARERS AND PEOPLE WITH A LEARNING DISABILITY PUBLIC HEALTH CAMPAIGN UNDERTAKEN WITH COMMUNITY PHARMACISTS

From 1st to 29th February 2012 a 'Supporting Carers and People with a Learning Disability' campaign was promoted across 42 pharmacies in Peterborough. This campaign endeavored to highlight key messages such as :

- Identifying Carers and offering support;
- Advising People with a Learning Disability of their entitlement to a Health Check;
- Information on services for Carers including health and fitness programmes;
- Information on services for People with a Learning Disability including a Community Safety Scheme and Passports for Secondary Care.

This campaign enabled Pharmacies to engage with Carers and People with a Learning Disability. They became an advisory resource for two vulnerable and socially invisible groups of people offering a beacon of best practice and signposting to services. The 42 pharmacies were requested to complete an evaluation form at the end of the campaign and to forward their recommendations/comments regarding the success of the promotion. The following comments were received as to how useful the campaign information was :

Leaflets?	Campaign poster?	Case studies?	Medicine Reminder Chart?	Safe Place Scheme?
35% responded <i>very useful</i> 61% responded <i>useful</i> 0% not useful 1% no comment	26% responded <i>very useful</i> 65% responded <i>useful</i> 0% not useful 3% no comment	23% responded <i>very useful</i> 71% responded <i>useful</i> 0% not useful 6% no comment	29% responded <i>very useful</i> 55% responded <i>useful</i> 10% not useful 6% no comment	19% responded <i>very useful</i> 68% responded <i>useful</i> 6% not useful 6% no comment 100% responded that they were satisfied with the Quality of the information provided, and 94% with the quantity of information.

Some comments included:

- *More leaflets were required”.*
- *Very good medicine chart, children liked them and the Safe Place Scheme. A lot of people will make contact with you. Very good idea.*
- *Found carers grateful of understanding of carers issues by pharmacy staff.*
- *All the information provided was of a good quality. Just a pity that there is little opportunity to speak to people, or people are unwilling to seek help from the pharmacy*
- *All the information in the campaign pack was more than sufficient, a well working campaign*
- *“More media coverage needed”*
- *“1/2 day awareness training at Peterborough Town Hall was brilliant”.*



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.

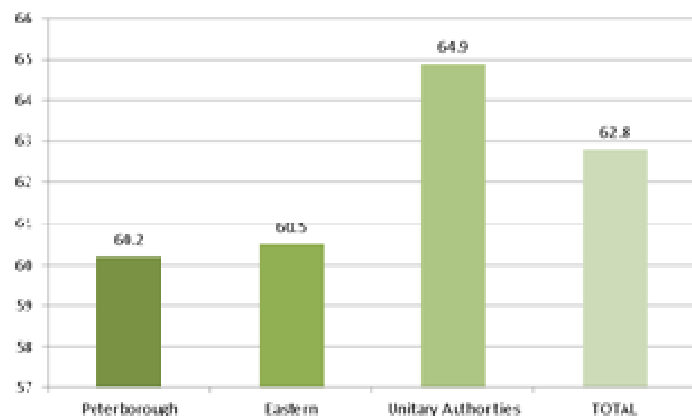
NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q4
Overall satisfaction with local adult social care services	60.2% of those responding to the statutory survey report being either extremely or very satisfied with the service they received. This is similar to the previous year (60.8) However this is below the national and regional average and warrants further analysis and action.		Amber
The proportion of people using social care and carers who express difficulty in finding information and advice about local services	69.4% 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. An improvement from 53.1% in the previous year, but still below the national and regional average. Delivery of an online directory and revised web pages should help to address this.		Amber
The proportion of carers who have reported that they have been included or consulted in discussions about the person they care for	National Carers survey will be run in Autumn 2012.	No target set	No update

Service Users Survey 2012/13

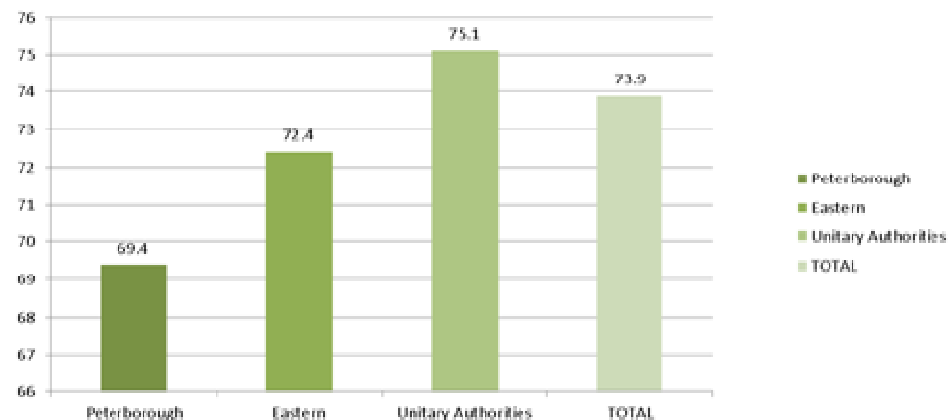
The statutory service user survey was completed during February and March. We surveyed 1,000 of the service users out of the total of 3,505 who received services during the snapshot survey week, and received back completed responses from 366.

The headline results from the survey are included in the PI tables and charts within this report.

3A Overall satisfaction of people who use services with their care and support



3D Proportion of people who use services and carers who find it easy to find information about services



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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)	<p>A new performance management and activity monitoring framework has been developed. This has revealed a number of backlogs in the core care management processes. A new quality assurance role is being recruited to develop audits and quality monitoring mechanisms.</p> <p>Enhanced workflow monitoring and outcome tracking will be built into the new adult social care record system which will be implemented in December 2012.</p>	Amber
<i>Implementation of electronic call monitoring</i>	The implementation of a Homecare Electronic Call Monitoring (ECM) System, which will allow remote tracking and monitoring of care delivered by paid carers in people's own homes	ECM project initiated with a project scope of working with independent sector providers to ensure full use of ECM by domiciliary care providers by the revised date of January 2013.	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	Direction of Travel	Q2
The proportion of people using social care services who feel secure	65.9% of respondents to the statutory survey reported feeling as safe as they wanted. This is a deterioration on 66% in the previous year but still anticipated to be above the national average based upon initial results from the Department of Health.		Amber
The proportion of people using services who said those services make them feel safe and secure	68.6% of respondents to the statutory survey reported that the social care services they received made them feel safe and secure. This is a marked improvement on 55% in the previous year but still anticipated to be below the national average based upon initial results from the Department of Health .		Amber

Safe Place scheme

This community safety scheme offers individuals with a Learning Disability a Safe Place to go to (identified by sticker in window) if in crisis or confused/frightened. Their Safe Place ID card identifies their 'important persons' telephone number and businesses are requested to phone this 'important person', advising them that their loved one/friend is on their premises and that they will provide them with a 'safe place' until they can be collected. Participating businesses are asked to:

- Place the 'Safe Place' sticker (shown above) in a clearly visible location i.e. shop window
- Assist the service user to telephone their 'In case of emergency' number or the Police if necessary.
- Feedback information to us if something is working very well or something needs to change.

All participating service users will have a 'I need help' card, so that participating businesses will be able to identify them easily and also so you know who to call.

To ensure appropriate use of the service, participants will also undergo training so they know when and how they should use the service. In addition to this we are offering a 30-45minute training session for your staff on how to identify and assist service users in the best way possible.

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 strategic lead, data and performance analyst, and administrator are in post. Permanent Lead role is out to advert following a lack of applicants in a previous recruitment round. Social work consultant roles are being developed within the operational teams.	Amber
<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 is in place and in use. Assessment of learning process in place and positive feedback from staff and managers. National competencies adopted and incorporated into basic level training and enhanced competencies are now being incorporated into the enhanced training. 2011/12 training plan agreed by Safeguarding Adults Board	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 have been developed but still required further work to embed into practice. Now working with Cambridgeshire to look at joint procedures and protocols across the county. A workshop was held to inform the annual report which is due to come to scrutiny commission in the Autumn. This identified the priorities for the 2011-12 business plan.	Amber

Safeguarding process indicators

Following transfer of adult social care into the Council in March significant backlogs in the investigation process were discovered. Close monitoring of new referrals and alerts is being maintained and we are now confident that more than 65% of investigations are being completed within 20 days. This should improve now that the backlog of investigations is cleared. The graphs below show the reduction in open case and improvement in timeliness of investigation completions.

