

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 6
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Report of the Executive Director of Adult Social Care

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ADULT SOCIAL CARE QUARTER 3 PERFORMANCE REPORT

1. PURPOSE

- 1.1 The attached report provides an update on the delivery of Adult Social Care services in Peterborough against the key priorities identified in the department's business plan, linked against the four outcomes domains contained within the national Adult Social Care outcomes framework.

2. RECOMMENDATIONS

- 2.1 The Scrutiny Commission are asked to review and comment upon the performance information within the report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The Adult Social Care outcomes have strong links to the health and wellbeing aspects of the community strategy.

The report details performance against all available national indicators from the national outcomes framework.

4. BACKGROUND

- 4.1 The attached report has been constructed to provide summarised information on the following:

- An overview of progress on priority areas within the departments business plan mapped against the four national outcome domains (including Safeguarding);
- 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
- Evidence of outcomes delivered

This report covers the third quarter of 2012-13 (1 October – 31 December 2012).

5. KEY ISSUES

5.1 *Priority 1 – promoting and supporting people to maintain their independence*

Our operating model for Adult Social Care to promote independence and support people longer in lower care environments (more people supported at home rather than in residential or nursing home care) has been developing:-

In particular the reablement service is expanding and delivering good outcomes in respect to the levels of need with which people leave the service. The service has now reached capacity and therefore work is being taken forward to identify further capacity within the independent sector.

Work is progressing to secure additional professional support services in reablement - including appointing additional dedicated care management and Occupational Therapy posts to the service.

There are some concerns currently around the interface with health around discharges from hospital where we are seeing an increase in delays in discharge and in readmissions following discharge. Work is being undertaken to investigate the reasons for this.

5.2 **Priority 2 – delivering a personalised approach to care**

Numbers using the shared lives scheme are increasing and the recent campaign has continued to create further interest from prospective carers.

The national carer's survey has been completed, with just under one thousand carers being sent a survey and an overall return rate of around 40% of our customer base. Further to this, a randomised survey sample of 1,500 of our current customers has been collated for the Adult Social Care Survey; results will become available after May 2013.

We have also made improvements to the mechanisms for monitoring the quality of social care support being delivered through the implementation of case file auditing for care management and reviews of our contracts with independent sector providers using quality standards adopted from a Regional model contract, developed by the Association of Directors of Adult Social Services (ADASS)

The Adult Social Care complaints service was successfully relocated from Anglia Support Partnership (Serco) in Cambridge to Peterborough City Council Central Complaints Team (Serco) at the end of December 2012. A summary of complaints will now be included in quarterly reports.

During the month of October 2012 15 Opticians across Peterborough participated in the learning disability health check awareness campaign 'Eye Care Campaign'

5.3 **Priority 3 – Empowering people to engage with their communities and have fulfilled lives**

We continue to do well in supporting adults with learning disability into employment. However our numbers in settled accommodation are still comparatively low. This reflects the continued need for us to find alternatives to residential care for adults with learning disabilities who may have been in those settings for some time. Work will commence on development of an LD Housing Strategy during Quarter 4.

The online care directory project progressed as planned during Quarter 3 with most of the development completed in December 2012. We are now marketing the directory to providers with plans for a full public launch in March 2013.

Our consultation on the recommendations for home closures arising from the Older Peoples Accommodation Strategy has recently been completed and the outcomes were reported to the Scrutiny Commission at a special meeting on 1st November 2012.

Greenwood House has now closed and Welland House will close shortly. Additional Extra care housing is being built in Stanground, and further developments are being explored. A dementia resource centre is also being developed.

5.4 **Safeguarding Vulnerable Adults**

Progress has been made in the process of conducting safeguarding investigations. The backlog of cases previously reported has now been cleared and the performance against process indicators for alerts, referrals and investigations for quarter 3 have shown that the improvements made over the last two quarters have remained consistent.

The change in case management system at the beginning of December 2012 does not seem to have impacted adversely upon the timeliness of Safeguarding investigations. The achievement of year to date targets for timeliness of the process have been impacted by the delays within

the first quarter.

Work is ongoing with partner agencies in establishing a safeguarding adults 'core data set' which will provide more focus on outcomes of safeguarding work.

6. IMPLICATIONS

6.1 This report reflects our delivery against the national outcomes framework for Adult Social Care. It covers services provided to the whole City.

7. CONSULTATION

7.1 None

8. NEXT STEPS

8.1 A report on Quarter 4 progress will be brought to the Commission in June 2013.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 Adult Social Care Outcomes Framework

10. APPENDICES

10.1 Appendix 1 - Quarter 3 Performance Report.

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