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Introduction

The following report seeks to evidence delivery against the three key priorities identified for Adult Social Care in 2012/13

Priority 1 – Promoting and supporting people to maintain their independence. This links to the national outcome Domain 2 – Delaying and reducing the need for care as support

Priority 2 – Delivering a personalised approach to care. This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Priority 3 – Empowering people to engage with their communities and have fulfilled lives – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

The report also covers our key responsibility to safeguard vulnerable adults – linking to national outcome 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
- 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  remaining static
 Deteriorating

Priority One: Promoting and supporting people to maintain their independence. This links to the national outcome

Domain 2 – Delaying and reducing the need for care as support

Overview of progress







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.

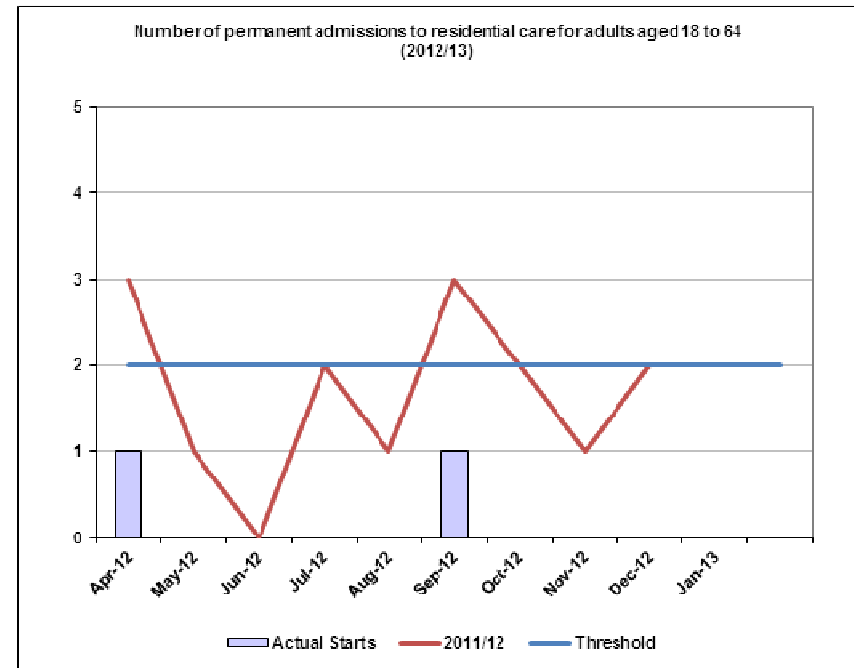
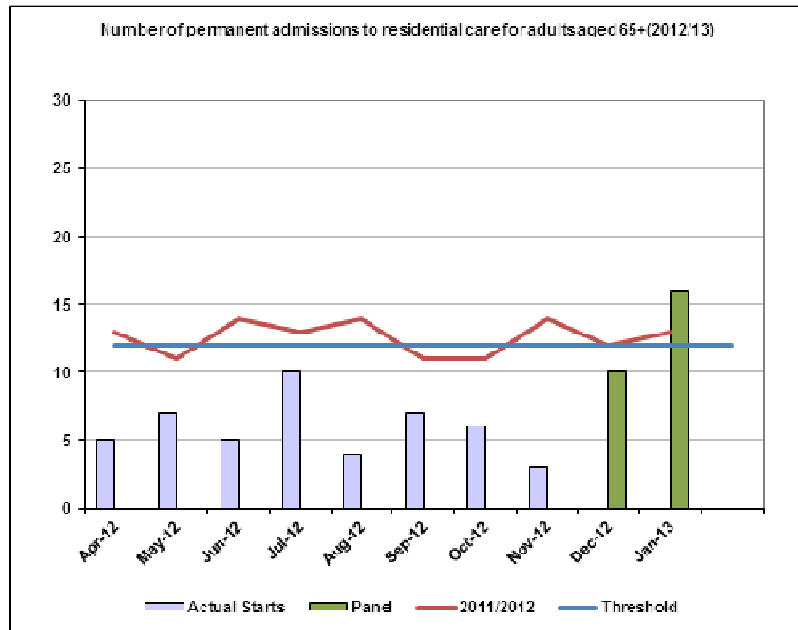
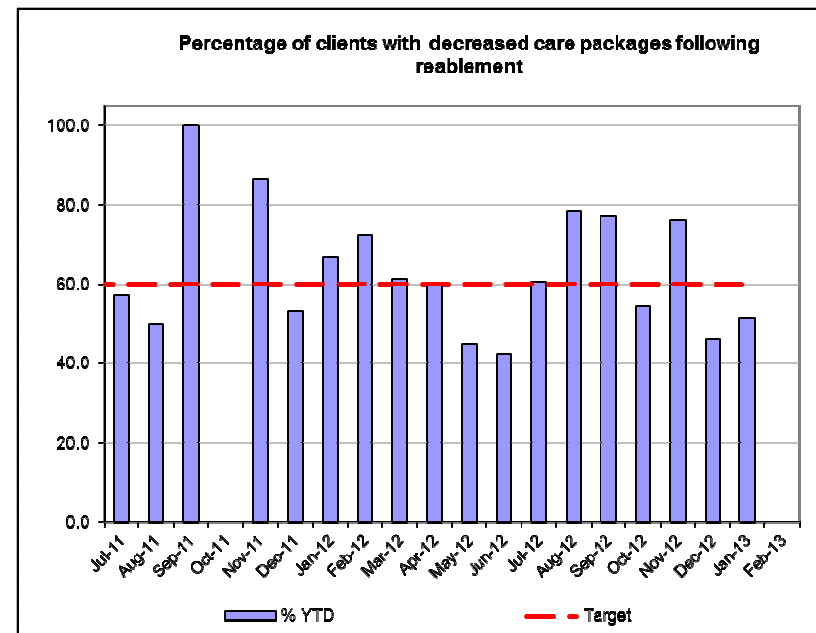
There are some concerns currently around the interface with discharges from hospital where we are seeing an increase in readmissions following discharge. Work is being undertaken to investigate the reasons for this.

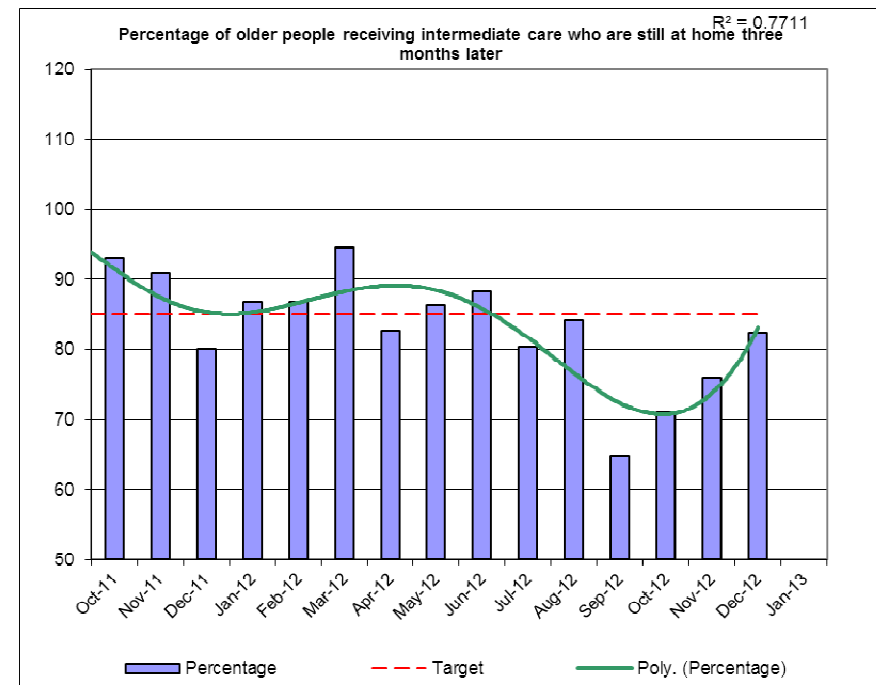
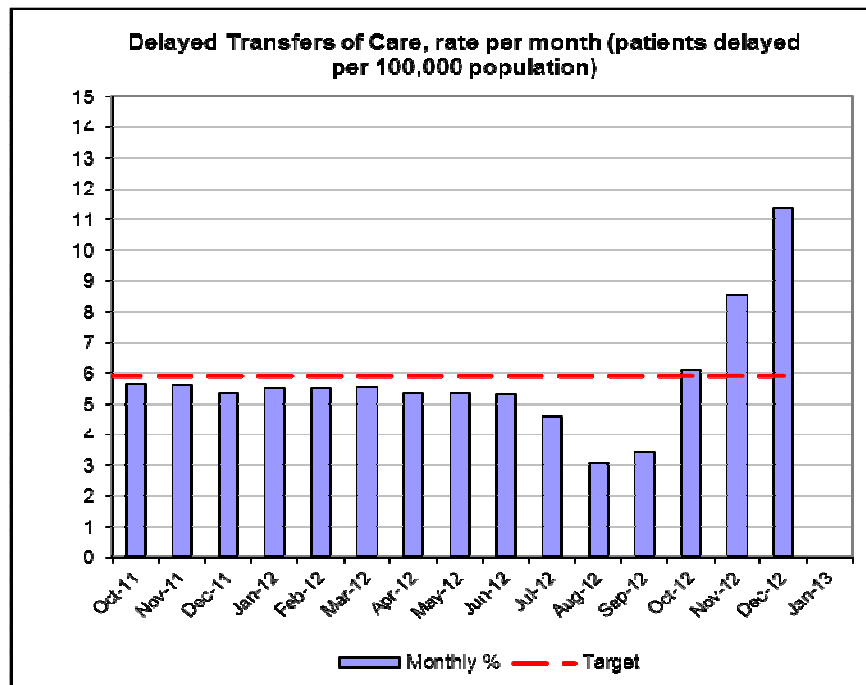
NATIONAL PERFORMANCE INDICATORS: DASHBOARD

Indicator	Comment	Direction of travel	Q2 RAG
Numbers of people receiving reablement support	The reablement service which was established last year is now up to capacity. 394 people have received the service in the first 9 months, an average of 44 per month. 33 people received the service in December.		Green
Percentage of clients completing reablement with reduced or no care package	In December, the percentage of people completing reablement with a reduced or no care package stood at 46.2%. This figure fell from 76.1% in November, against a target of 60%. Overall for Q3 = 64.5%		Green
Permanent admissions to residential care homes per 1,000 population age 65+	The number of permanent admissions of older people into residential care is on target to reduce further this year. To date we have made 57 permanent social care funded new placements.		Green
Permanent admissions to residential care homes per 1,000 population age 18-64	There have been four permanent social care funded admissions to residential or nursing care for adults aged 18-64. within the ceiling threshold of 10 for the full year.		Green
Delayed transfers of care from hospitals per 100k population	Delayed transfers of care for the whole Peterborough system were increasing month on month to the end of Q3 - to a high of 11.37 in December. However only one of these has related to Adult Social Care.		Amber
Proportion of people achieving independence 3 months after entering intermediate care	The proportion of people achieving independence three months after entering intermediate care is increasing - standing at 82.4% as at the end of Q3. However this is still slightly below the target of 85%		Amber

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Promoting and supporting people to maintain independence – key projects			
Project	Description	Progress update	Status
Reablement	Use of reablement as a front door for new clients and as a service to reduce dependency for current long term clients as appropriate. Developing independent sector reablement services, overseen by the in-house service.	NHS funding has now been received to support increased capacity. Whilst independent sector providers are being used to increase the capacity of the service the availability is limited and therefore more work is needed to develop the independent sector in order to support all referrals.	Amber
Support Planning	Commission a specialist organisation to undertake reviews of support plans for clients who have not received a review in the previous 12 months.	The specialist agency has undertaken around 500 reviews; coupled with the implementation of Frameworki, the resulting enhanced workflows and the number of clients without a review in the previous twelve months is now negligible.	Green
Intensive Community Support	Continued work to bring people in long term out of area placements back to Peterborough. A scoping exercise identified 72 adults with learning disabilities living outside of Peterborough - 80% of which are in residential care. Work is also underway with the transition services to ensure that young people from Peterborough do not have to leave their families and local communities as they approach adulthood.	Work is ongoing to bring people back to Peterborough from out of area placements - to date ten people with complex needs have been successfully returned to Peterborough with eight living in their own homes by using quality personalised support - as well as generating savings. The intention is for a further ten people to be returned over the coming months.	Green
Review of Learning Disability Day Services – Personalisation of day support	Reviewing learning disability day services with a view to linking more strongly to personalisation of day support.	Work is ongoing to review residential day services in Peterborough to ensure that services offered are more strongly tailored towards the personal needs of our customers.	Green





CASE STUDIES AND OUTCOME EVIDENCE

Reablement:

Mr H commenced with the reablement team with 3 x 45 minute calls per day. Mr H had been in hospital with a collapsed liver. Following this hospital admission, Mr H's level of independence was dramatically reduced upon discharge from hospital.

Mr H agreed to the goals set with the reablement Occupational Therapist and has made excellent progress week by week towards each of them. After 2 weeks, calls to Mr H were reduced down to just 2 x 45 minutes calls – one in the morning and one at lunchtime, to assist Mr H in his goals of preparing a hot meal and to manage to shower independently.

Mr H is now fully independent of his personal care, medication and food preparation and his last reablement visit was in week 5.

Mr H is very happy with the service he has received from the reablement team. He lacked confidence taking his medication but is now able to manage this independently. He commented that the service has been a success from start to finish.

Priority 2 – Delivering a personalised approach to care. This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Overview of progress






Numbers using the shared lives scheme is 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)

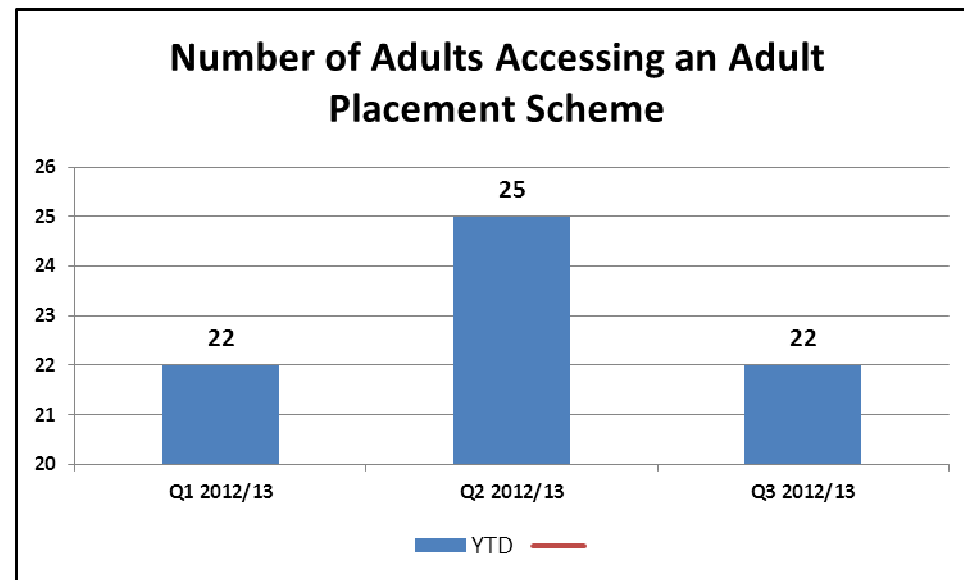
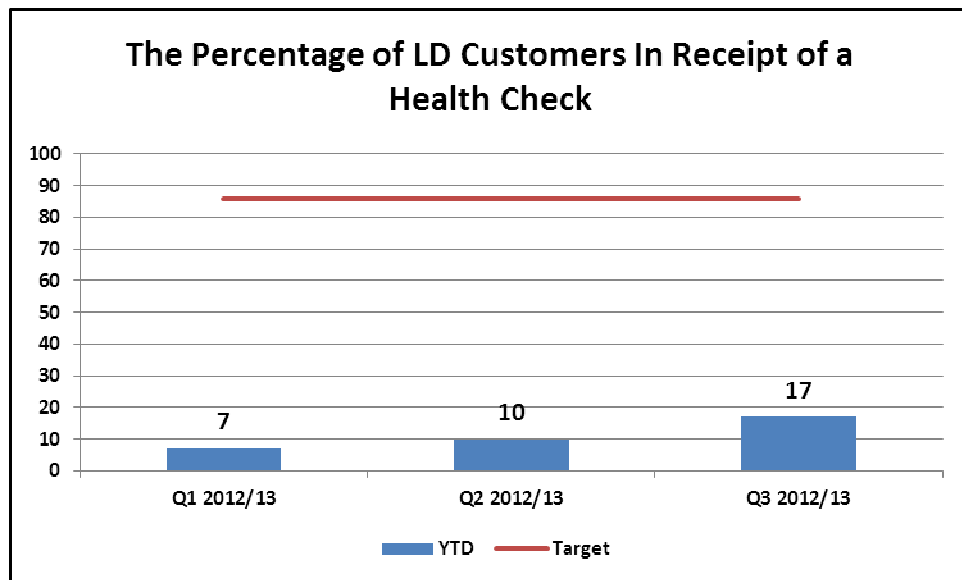
The Adult Social Care complaints service was successfully relocated from Anglia Support Partnership (Serco) in Cambridge to Peterborough City Council Central Complaints Team (Serco) at the end of December 2012. A summary of complaints will now be included in quarterly reports.

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

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q4
Overall satisfaction with local adult social care services	In the 2011/12 survey 60.2% of those responding to the statutory survey reported being either extremely or very satisfied with the service they received - similar to the previous year of 60.8%. However this is below the national and regional average. The Adult Social Care Survey for 2012/13 is currently under way.		Amber
The proportion of people using social care and carers who express difficulty in finding information and advice about local services	In the 2011/12 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	The Carer's Survey for 2012/13 has been undertaken, with provisional results collected. Provisional results indicate that around 68% of carers feel that they have been included or consulted in discussions about the person they care for. Submission and full benchmarking will take place after March 1 st 2013.	No target set	Provisional Update
Number of LD Health-checks recorded by GP practices	Progress is being made in this area with performance currently standing at 17% against 10% in Q2. Most activity with regards to LD health-checks occurs in Q4, with an annual target of 86% expected to be achieved.		Amber
Numbers accessing the adults placement scheme	The numbers of service users accessing the adult placement scheme has decreased from 25 at the end of Q2 to 22 in Q3. No target set		Amber
Percentage of OT equipment delivered in 7 working days	The percentage of OT equipment delivered within 7 working days remains at a static 100% from Q2 to Q3.		Green

Priority 2 – Delivering a personalised approach to care. This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Project (Improvement Plan Work-streams)	Description	Progress update	Status
Roll out a programme of quality audits	As part of the development of an overall quality framework, introduce a range of methodologies for assessing standards of service delivery and monitoring outcomes for service users. Work with regional colleagues to set up peer review and learn from best practice.	Case file audit forms and process have been designed and piloted with social work team managers during December 2012. The process will be further refined in February/March 2013 and rolled out across the department once the new Quality Support Officer is in post. A Safeguarding Case File Audit form has also been developed and team managers will peer audit two cases a month. Work is still to be developed on regional peer review.	Green
Implementation of electronic call monitoring	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 systems have been implemented by all homecare providers; there are some on-going technical issues with some systems that have meant that not all data is being submitted to the council in an easily usable format. Improving ECM data quality is a priority for Q4 2012/13.	Green
Adult Placement scheme	Expand take up of Adult Placements avoiding high costs placements focussed on transition cases	On-going marketing of the scheme. There have been 12 enquiries to become Carers to date that are in the process of being progressed	Amber
Contract reviews	Reviewing the current contracts and re-tendering to introduce national ADASS frameworks.	Contract reviews are on-going. The major home care contracts have now had the ADASS contract monitoring requirements integrated into them. Home care contracts will be re-let by October 2013. Providers have been briefed on the Council plans to implement the ADASS contracts and standards.	Green
Complaints	Establish a complaints service within Peterborough City Council	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. Information leaflets have been provided to all teams and the Council website has been updated.	Green



Complaints October to December 2012

During Quarter 3 October to December 2012 the Adult Social Care Department received three formal complaints and two concerns.

	Staff Attitude	Policy	Service not to standard
Formal Complaints	1	1	1
Concerns	1	1	

Two of the three formal complaints were from the same person, a repeat complainant. The three formal complaints covered:

- Attitude of the social worker
- Dissatisfied with changeover of care agency and communications
- Dissatisfied with changes and reductions to care package

One of the concerns related to an independent sector care home and was logged as a safeguarding alert and the other one, relating to a financial assessment and funding not being approved, was closed as a concern as there was no further contact from the complainant.

Priority 3 – Empowering people to engage with their communities and have fulfilled lives – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.







Overview of progress

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 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.

NATIONAL PERFORMANCE INDICATORS: DASHBOARD			
Indicator	Comment	Direction of travel	Q3 RAG
Self reported quality of life	2011/12 survey provided a combined quality score of 18.8 which was unchanged since the previous year. Slightly above national average of 18.7 for 2011/12. The Adult Social Care Survey for 2012/13 is currently under way.		Green
Adults with learning disabilities in paid employment	In December 2012 there were 118 people with a learning disability supported into all forms of employment. Of these 48 were in paid employment, or 9.1% of all LD customers, against a target of 10%.		Amber
Adults and older people receiving self directed support (SDS)	All long term community based packages other than equipment are now offered via a personal budget and self-directed support. Full and accurate reporting on these customers is currently being developed.		Amber
Adults in contact with mental health services in paid employment	7% of MH adults are currently in paid employment. This represents a small increase from Q2, and so we are still performing above the target of 6%.		Green
Adults with learning disabilities in settled accommodation	The percentage of adults with a learning disability in settled accommodation is 71%. This is stable compared to Q1 and Q2 2012/13, but slightly below the target of 75%.		Amber
Adults in contact with mental health services in settled accommodation	Currently 70.1% of MH customers are in settled accommodation, compared to 69.8% in Q2. This is an improvement, however it is still slightly below the 74% target.		Amber
Carer reported quality of life	The Carer's Survey for 2012/13 has been undertaken, with provisional results collected. Provisional results indicate that around 42% are satisfied with social care services overall. Submission and full benchmarking will take place after March 1 st 2013.	No target set	Provisional Update

Priority 3 – Empowering people to engage with their communities and have fulfilled lives – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

Project	Description	Progress update	Status
<p>Implement an online directory of services available in Peterborough.</p>	<p>Creation of an online directory to allow residents of Peterborough to search for service providers within the city</p>	<p>The project progressed as planned during Quarter 3 with most of the development completed in December 2012. A decision was taken to delay the formal launch to the public until the end of March 2013 to ensure that the directory will be fully tested and have a wide range of providers registered. The directory became available online for providers to enter their data at the end of January 2013 as planned and a provider preview event was held early in Quarter 4. Over 50 providers are currently registered and a promotional video is being produced, along with leaflets and posters.</p>	<p>Green</p>
<p>Older Peoples Accommodation Strategy</p>	<p>The Older Peoples Accommodation Strategy is designed to inform service provision for the people of Peterborough, to create better quality and value, whilst reducing costs</p>	<p>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.</p> <p>The OPAS continues to be implemented in Quarter 3. Greenwood House has now closed and Welland 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.</p>	<p>Green</p>







Safeguarding Vulnerable Adults - linking to Domain 4: Protecting from avoidable harm and caring in a safe environment

Overview of progress

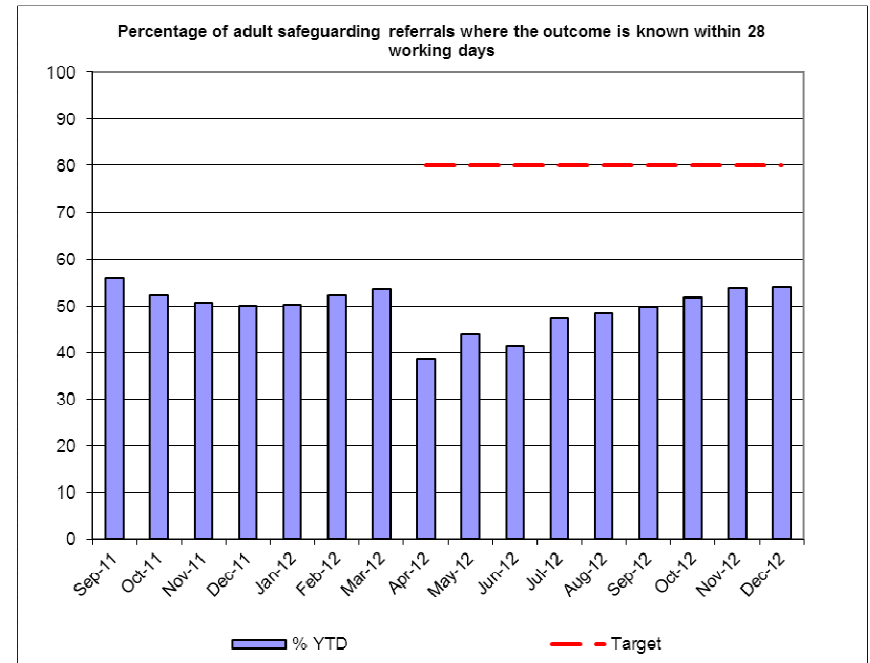
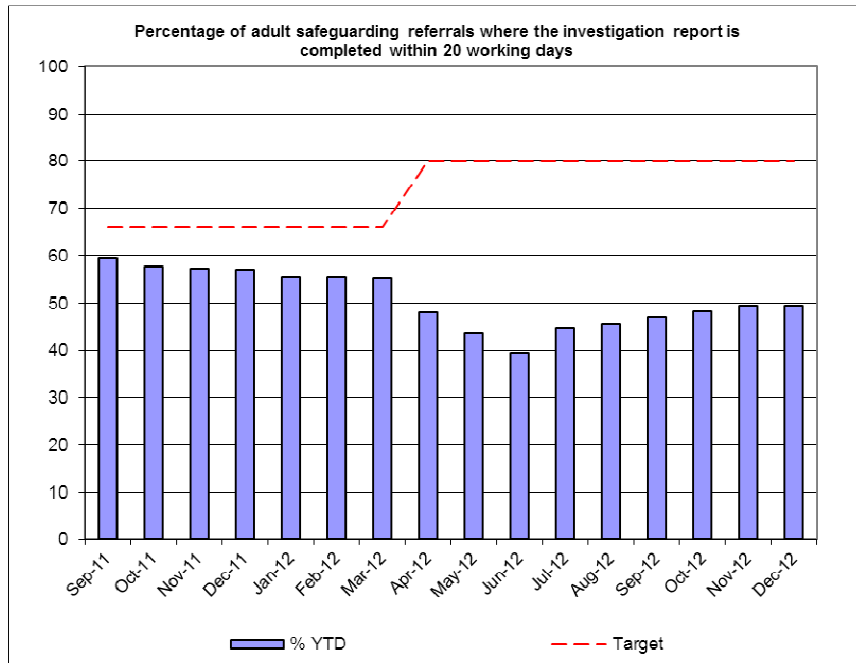
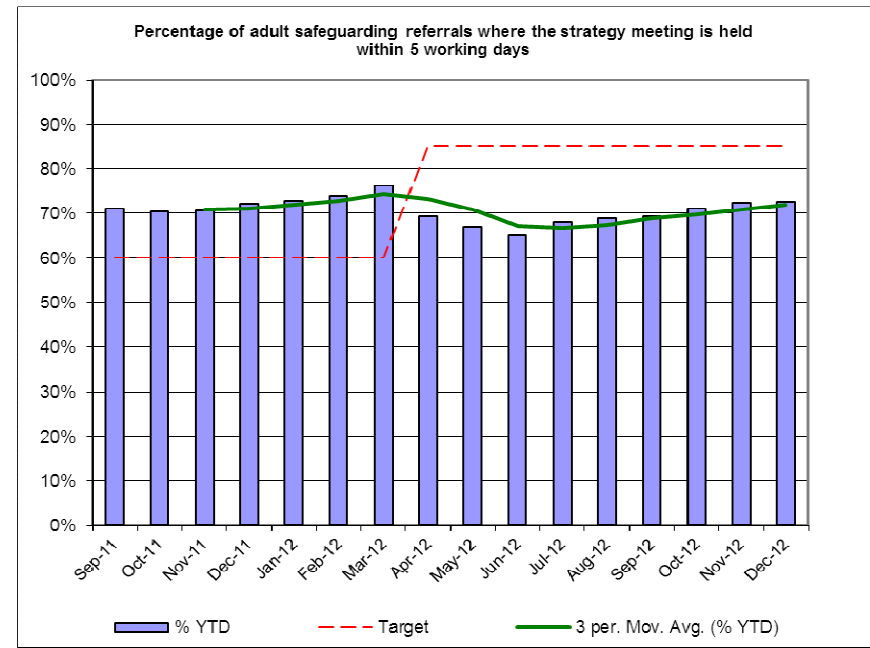
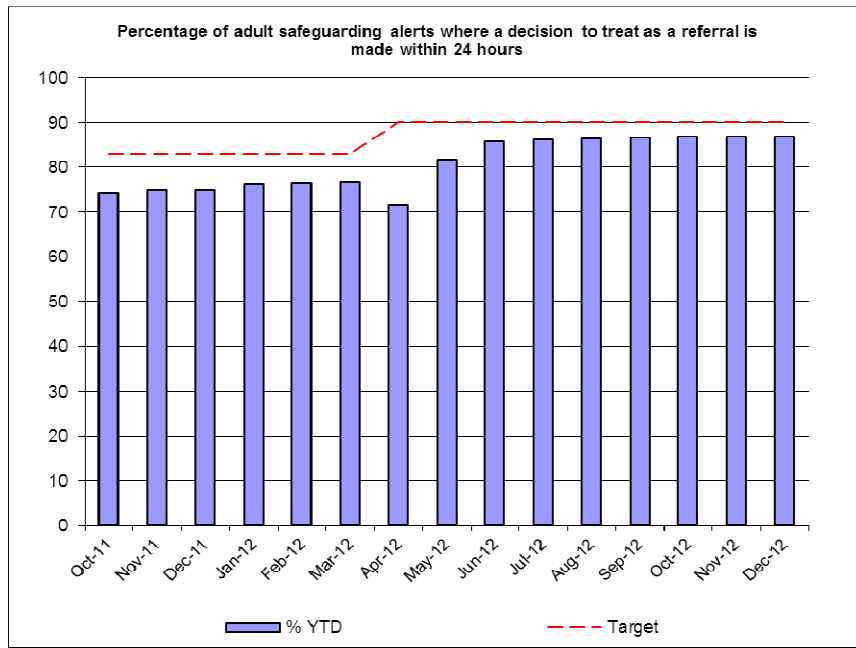
Progress has been made in the process of conducting safeguarding investigations. The backlog of cases previously reported has now been cleared and the performance against process indicators for alerts, referrals and investigations for quarter 3 have shown that the improvements made over the last two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

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q2
The proportion of people using social care services who feel secure	In the 2011/12 survey 65.9% of respondents reported feeling as safe as they wanted. This is consistent with the previous year (66%) and above the national average. The Adult Social Care Survey for 2012/13 is currently under way.		Green
The proportion of people using services who said those services make them feel safe and secure	68.6% of respondents to the 2011/12 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 below the national average. The Adult Social Care Survey for 2012/13 is currently under way.		Amber
Safeguarding - decision to refer with 24 hours of receipt of alert	Performance has increased from 85.8% to 86.8% for the year-to-date between the end of Q2 and Q3. For the month of December, the out turn stands at 86.8% against a target of 90%.		Amber
Safeguarding - first strategy meeting with 5 working days	There has been a steady improvement from 69.4% to 72.5% between the end of Q2 and Q3, with performance for Q3 standing at 72.5% against a target of 85%.		Amber
Safeguarding - Investigation completed within 20 working days	Performance has improved from 46.9% at the end of Q2 to 49.4% for the year-to-date to December. Performance for Q3 stood at 79% for PCC against a target of 80%.		Amber
Safeguarding - outcome of allegation known within 28 working days.	Performance has continued to improve from 41.4% at the end of Q1 to 49.9% at the end of Q2 and now stands at 53.8% for the year-to-date to December. Performance for Q3 stood at 72% against a target of 80%		Amber

Protecting from avoidable harm and caring in a safe environment Related Projects			
Project (Improvement Plan Workstreams)	Description	Progress update	Status
Effective Multi agency processes, procedures and governance.	Role out multi-agency procedures for Peterborough in line with PAN London model.	<p>Multi-agency procedures were implemented in Quarter 1. These have been supplemented by some targeted training. These procedures are also the basis for revised work flows which have been introduced into the new care management system.</p> <p>Work ongoing to look at opportunities with Cambridgeshire in developing joint procedures and guidance where possible.</p> <p>PAN London procedures are universally seen as the 'gold standard' of procedures nationally. The SAB will make a decision whether to end the interim status of these procedures and substantiate the procedures.</p>	Amber
The SAB is confident that safeguarding concerns are reported and responded to appropriately	Improving performance monitoring and quality audit of investigations carried out.	<p>The SAB Performance and Quality Sub-Group is established. The group continues to monitor the timescales linked to the safeguarding standards.</p> <p>A Quality Monitoring framework has been established which includes the quality of Safeguarding Adults work.</p> <p>We are now moving our focus on to quality monitoring of safeguarding adults work with the implementation of a new case file audit tool focusing on the practice and quality of safeguarding work.</p>	Amber
Ensure that information about safeguarding adults is accessible and that users are involved in policy development.	<p>Improve safeguarding information on website</p> <p>Implement a systematic way of involving service users and carers</p>	<p>PCC Safeguarding Adults website has been updated and plans are in place to update the Safeguarding Adults Board information leaflet.</p> <p>Work is progressing on gaining service user feedback of the safeguarding process. A feedback form and process has been developed and will be implemented shortly.</p>	Amber



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