

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 8
25 MARCH 2014	Public Report

Report of the Executive Director of Adult Social Care, Health and Wellbeing

Contact Officer(s) – Tina Hornsby – Assistant Director Quality, Information and Performance
Contact Details – 01733 452427, tina.hornsby@peterborough.gov.uk

ADULT SOCIAL CARE AND PUBLIC HEALTH - QUARTER 3 PERFORMANCE REPORT

1. PURPOSE

- 1.1 The report provides a summary of performance delivery against the Adult Social Care Outcomes Framework (ASCOF) and the Public Health Outcomes Framework (PHOF). It provides an overview of progress against key projects to achieve the outcomes and performance information to illustrate the current position as at the end of December 2013 (Quarter 3).

2. RECOMMENDATIONS

- 2.1 Scrutiny Commission is 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 and Public Health outcomes have strong links to the health and wellbeing aspects of the community strategy.

4. BACKGROUND

- 4.1 The report contains an overview of delivery of outcomes in the first three quarters of the year 2013/14. Appendix one provides a one page summary for each ASCOF outcome area, and Appendix two provides a one page summary for each PHOF outcome area. This is the second time that Scrutiny Commission have received this format of reporting, but the first time ASCOF and PHOF have been covered within the same report.

For each outcome there is a summary of the following:

- Key projects and objectives
- Priority timeline and milestones
- Priority headlines
- Priority metrics
- Exceptions with commentary and mitigating actions

5. KEY ISSUES

The Department has some challenging programmes to deliver in the current financial year and in the main these are achieving the expected progress. There are some areas of challenge which we have identified and responded to, which we cover in more detail within the report in order to provide assurance. Overall it has been a positive third quarter of the year as summarised below.

5.1 Priority One: Enhancing quality of life for people with care and support needs.

- 5.1.1 The Key projects in this area are the strands of the department's Transformation Programme around Personalisation and Transforming Day Opportunities for Younger of Adults, both of

which have been previously presented to Scrutiny Commission. Key headlines for these projects in Quarter three are:

- The time line for finalisation of a new operating model has been extended, to ensure engagement of staff and detailed analysis of impact can be completed. An Intermediate Business Case (IBC) was written to bridge the gap between the Outline and Detail Business Cases. This document sets out how the service journey and detail process work, which will be undertaken from March – May, would test and validate the new target operating model (TOM). The IBC also sets out the plan to deliver the DBC in May-14 and commence the implementation of the TOM from Jul-14 onwards.
- Day opportunities for younger adults, public consultation has now completed. A report on the consultation will be presented to Cabinet in March

There are two metrics with a green rating (on target) and one with an amber rating. Details around the amber rated metric are presented below.

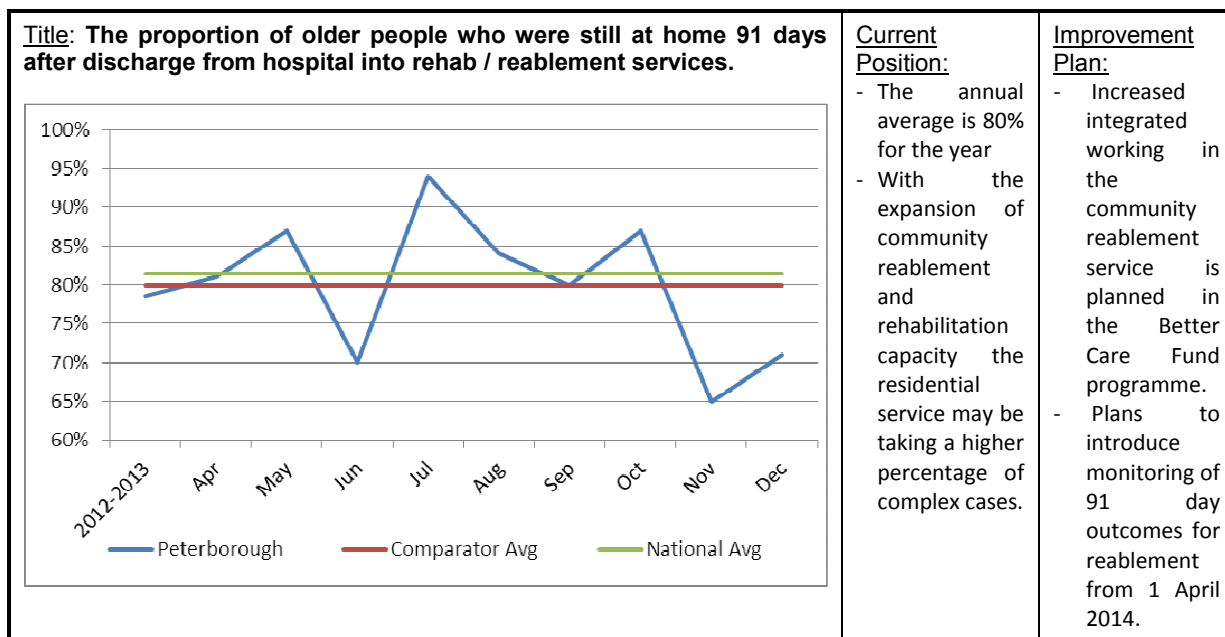
<p>Title: Proportion of adults with a learning disability who live in their own home or with their family</p>	<p><u>Current Position:</u></p>	<p><u>Improvement Plan:</u></p>																				
<p><u>Domain:</u> Enhancing Quality of life for people with care and support needs</p>	<p>- We currently have 451 total service users known to the learning disability teams, receiving a care package.</p>	<p>- Commissioning self-contained flats</p>																				
<p><u>Selection Reason:</u> Local performance on this target remains below the average of our comparator group of Councils. This is due to the continuing numbers in residential care and a decrease in numbers supported overall.</p>	<p>- 109 are in residential care, an increase of 1 in the quarter compared to a decrease of 2 in the previous quarter.</p>	<p>- Tight control of residential admissions and expansion of non-residential housing options will improve the position by 2015</p>																				
<table border="1"> <caption>Proportion of adults with a learning disability who live in their own home or with their family</caption> <thead> <tr> <th>Period</th> <th>Peterborough (%)</th> <th>Comparator Avg (%)</th> <th>National Avg (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>77%</td> <td>80.5%</td> <td>73.5%</td> </tr> <tr> <td>Q1 (2013/14)</td> <td>74%</td> <td>80.5%</td> <td>73.5%</td> </tr> <tr> <td>Q2 (2013/14)</td> <td>76%</td> <td>80.5%</td> <td>73.5%</td> </tr> <tr> <td>Q3 (2013/14)</td> <td>73%</td> <td>80.5%</td> <td>73.5%</td> </tr> </tbody> </table>	Period	Peterborough (%)	Comparator Avg (%)	National Avg (%)	2012/13	77%	80.5%	73.5%	Q1 (2013/14)	74%	80.5%	73.5%	Q2 (2013/14)	76%	80.5%	73.5%	Q3 (2013/14)	73%	80.5%	73.5%	<p>- There are plans in place to help 40 adults with learning disabilities to live in the community rather than in residential care over the next five years.</p> <p>- Although we do not perform well compared to similar local authorities we are in line with the national average.</p>	
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5.2 Priority two: Delaying and reducing the need for care and support

5.2.1 Key projects to support this priority are the further development of reablement services and the Dementia Strategy and Dementia Resource Centre. Key headlines for Quarter three are:

- Dementia Resource Centre tender completed and enhanced support available from 3rd February 2014
- Dementia Strategy consultation complete and strategy due to be published in April 2014.
- The Reablement service received excellent feedback from the Care Quality Commission following their regulatory inspection in December 2013.

5.2.2 Two priority metrics are rated green (on target) and one is Amber. Details around the amber rated metric are presented below



5.2.3 There have been some delays in the home care re-tender, however the contracts have now been let and mobilisation is underway. 44 Bids were received and 28 successful Providers are now on the New Framework, 7 of which are new to Peterborough and are in the process of registering local offices with the Care Quality Commission

5.2.3 There has been an extension to the period of time set aside for improvements to the new dementia resource centre as a result of enhancements to the design. The City Council is spending £500,000 in the redesign and refurbishment of 441 Lincoln Road to create the dementia resource centre. The money will be spent on creating a modern, welcoming space that is fully accessible, offering a relaxed café style space for visitors to access information and advice, access groups and activities and confidential space for assessments and consultations. Although co-location of services is delayed until July 2014, there will be close working of the memory clinic and Alzhiemers Society in place from April 2014

5.3 Priority three: Ensuring people have a positive experience of care and support

5.3.1 Key projects supporting this priority are the development of information and advice, including an online directory, and developing and implementing a quality framework for Adult Social Care. Key headlines for Quarter two are:

- A formalised procedure has been developed (Notification of Concerns) to collate and report on concerns about care providers and to monitor progress against action plans.
- A paper directory has been commissioned to compliment the online care directory following feedback from staff and service users.
- Case audits have been expanded and some case work has been evaluated as excellent at recent audits.

5.4 As statutory survey questions are only refreshed once a year we have introduced new metrics from our reablement survey, which are not rag rated this year as it is a baseline year. Full analysis of the annual customer survey will be brought to scrutiny with the quarter 4 report.

5.4.1 Results from the reablement survey dipped in quarter 3. The service has responded to this dip in the following ways:

- Occupational Therapy to emphasise to the client at initial visit that we wish to support them in identifying their own goals and ensure that they are able to contribute

- Occupational Therapy to check whether the client does feel involved in planning their support and if not, to discuss support plans again
- Some resistance is being faced from clients who would prefer to keep care packages rather than engage with reablement. Team will carry out weekly informal reviews during visits to identify whether anything further can be done to help client manage everyday activities
- All clients are supplied with compliments and complaints leaflet at the start of the service and this is also explained to them on their first visit. Team will be advised to go through the leaflet again with the client at an appropriate time depending on their duration of their reablement package

5.4.2 Our performance around access to and outcomes of reablement continues to be excellent with over 700 people receiving the service in the first three quarters, 67% of whom completed the course of reablement requiring reduced or no support

5.4.3 There have been continued issues with the functionality of the online Care Directory and these are being escalated in order to gain resolution.

5.5 **Priority Four: Safeguarding adults whose circumstances make them vulnerable and protecting them from harm**

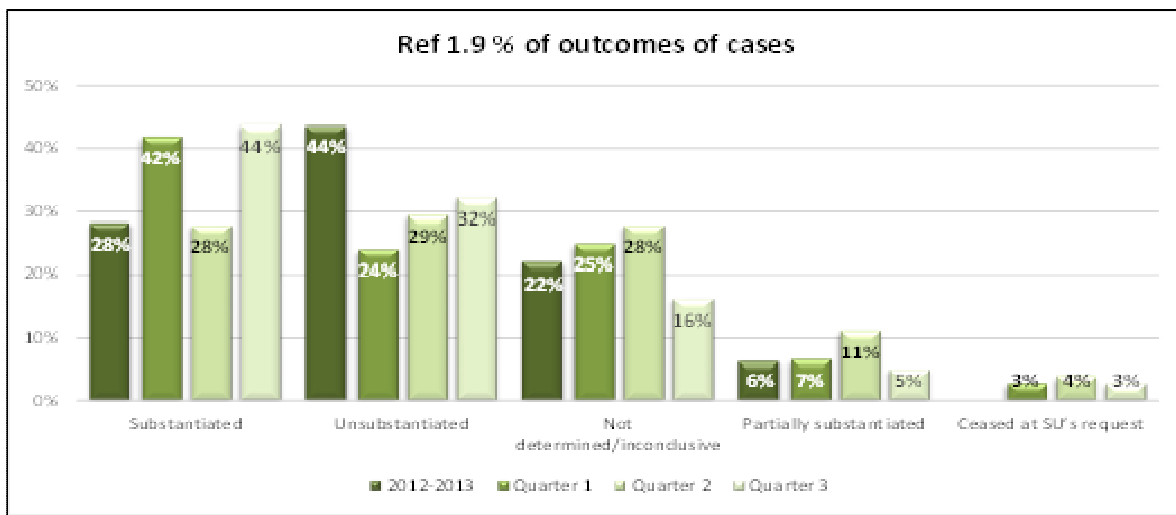
5.5.1 Our key project for this outcome is Raising The Bar for Adult Safeguarding. Priority headlines are as follows:

- In-depth practice training was provided for Adult Social Care staff from the Council and the Community Mental Health Trust (C.P.F.T) and key provider managers.
- Weekly case audits are undertaken by the department’s senior management team with operational managers invited.
- Soft concerns and large scale investigations procedures have been implemented

5.5.2 One performance metric is rated red – the information below provides details.

<p>Title: Percentage of safeguarding investigations completed within 20 working days</p>	<p>Current Position</p> <ul style="list-style-type: none"> - We are currently seeing a high percentage of investigations taking longer than 20 working days to complete. - A number of delays are unavoidable due to criminal investigations - Other delays in completion have been as a result of our robust quality checks where cases have been returned to workers for further analysis - We have seen a marked improvement in outcomes with a significant drop in inconclusive investigations. 	<p>Improvement Plan</p> <ul style="list-style-type: none"> - Detailed exception reporting on reasons for all delays are monitored by the monthly raising the bar meetings - Safeguarding Adults Board to receive an in-depth analysis of quality improvements in investigations. - Improved recording process and forms were introduced on 1 November 2013, these have enabled us to better track outcomes alongside timescales. - Further work on streamlining timescales for investigations will be considered within the transformation programme. 																												
<p>Domain: Safeguarding Adults whose circumstances make them vulnerable and protecting them from harm</p>																														
<p>Selection Reason: Below target</p>																														
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5.5.3 We have focussed specifically on quality improvement within our safeguarding investigation processes, introducing regular case audits by senior managers and a new dashboard for the Safeguarding Adults Board. We have delivered improved performance in the initiation of investigations and in the feedback to referrers. Our case audits evidence an improvement in the quality of investigations, and the number of inconclusive outcomes has reduced as a result.



5.6 PUBLIC HEALTH OUTCOMES FRAMEWORK

The Public Health Outcomes Framework (PHOF) differs from the Adult Social Care Outcomes Framework (ASCOF) in that many of the measures are collected centrally rather than locally and published for our local use by the Department of Health. In publishing the PHOF measures the Department of Health also assigns a RAG rating.

Significantly better performance than the national average = green

Similar performance to the national average = amber

Significantly worse than the national average = red

Not all measures are updated on an annual basis and the dashboard reflects some of the major work areas and priority indicators.

5.6.1 Improving the Wider Determinants of Health

This is the widest ranging of the outcome areas and a whole systems focus is needed to drive forward change. The Health and Wellbeing Board have recognised the need to focus on the basic quality of life and health determinants if we are to make an impact on some of the City's long standing health inequalities. A Change For Life Plan has been developed and will be presented to Scrutiny at a future meeting.

5.6.2 Health Improvement

Latest published data on smoking shows that Peterborough's reduction in smoking prevalence has now brought the City down to a level similar to England. This is a significant achievement as Peterborough had historically far higher prevalence of smoking than the national average. A key factor in achieving this has been a change from focussing solely on smoking cessation, to taking a stronger focus on tobacco control.

5.6.3 Health Protection

The key activity in the third quarter of the year has been the re-tender of sexual health and contraceptive services. This is part of a national drive to bring together treatment services for sexually transmitted diseases with contraceptive services to make both more accessible and improve prevention of re-infections. The contract will be awarded in quarter 4.

5.6.4 **Healthcare, public health and preventing premature mortality**

The work on reducing inequalities in coronary heart disease, led by the CCG and supported by Public Health, is gathering pace. The following work-streams are key areas of focus.

- NHS Health Checks programme, rolling out the health checks to younger people and targeting practices where take up is low.
- Prevention in primary care, analysis of practice profiles.
- Smoking cessation and tobacco control
- Cardiac rehabilitation.

6. IMPLICATIONS

6.1 This report covers national Adult Social Care Outcome Framework and Public Health Outcome Framework indicators. The report relates to services provided to the whole city.

7. CONSULTATION

7.1 None.

8. NEXT STEPS

8.1 A final report for 2013/14 will be presented in the first quarter of 2014/15.

9. BACKGROUND DOCUMENTS

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

9.1 None.

10. APPENDICES

10.1 Appendix One – Quarter 3 ASCOF Performance Summary

10.2 Appendix Two – Quarter 3 PHOF Performance Summary