

# Adults Social Care and Health Performance Report

2015/16

March 2016

4<sup>th</sup> Quarter Update v2

# Headline Messages from the Data 15/16 Qtr 4

Front Door Activity  
Preventative  
Personalisation  
Admissions

A total of 14,240 contacts have been received in the year where 51.2% progressed to assessment. This is an increase on 2014/15 where 14,068 contacts were received where 48.7% progressed to assessment which means that although more contacts have been received, more are being dealt with at the point of contact.

5332 new clients received an assessment of need during the year, of those, 49.73% progressed to a service. This is slightly down on the same period last year where 52.36% of contacts received a service.

During the year 292 adults received an episode of domiciliary reablement & 104 people had an episode of residential reablement. ASCOF 2B (1) reflects % of older people who were discharged from hospital with reablement & were still at home 91 days post (only measured between October- December). Our provisional result is 85%, a drop from 14/15 result of 93.2% but our number of older people who were discharged with reablement has increased significantly. 14/15 benchmarking national average was 82.1%

The in-house Safeguarding team established a single point of contact, which is considered to be effective and welcomed by partner agencies. During the year, 1119 concerns were received (860 relate to individuals) compared with 717 in the previous year. Many of those were quality related as the number of enquiries was 415, a 5% increase from 2015.

Our year end provisional out turn for ASCOF 1C adults receiving a personal budget or direct payment is 82.6% (equates to 1184 people) an increase from last years result of 72.1% but below the national target of 100% of clients living in the community. Broken down across the groups, Seqol achieved 82.1%, Learning Disability 90% and Mental Health have 51% of clients. The 14/15 national average was 82.6%.

Receiving an annual review of need is a key part of the personalisation process & ensuring only current needs are being met. Our provisional result for local KPI D40 Clients who have received a service who received a review of need is 72% above target for the year of 71%, slightly down on previous year result of 72.6%. Broken down, Mental Health clients received 85.2%, Learning Disability 52.7% and Seqol 71.8%.

During the year there has been a total of 12 admissions for younger adults aged 18-64 to residential & nursing care, equating to 8.89 per 100k population, one person above the target for the year. Broken down there were 5 Learning Disability, 4 Mental Health and 3 Physical Disability placements. This is an improved position on last year's result of 11.14 equating to 15 people. For the age band 65+ we made a total of 220 admissions, 184 older people, 34 older people with mental health support needs and 2 older people with learning disabilities. We achieved 682.48 per 100k pop well within the annual target of 744.52 and 2 admissions higher than the previous year.

Improved pathways supporting appropriate access. MCMS portal linked to SBC website offering information and advice and universal services

Local monitoring is in place to ensure waiting times for assessments and safeguarding alerts remain within an acceptable level.

Prevention and early intervention are key to reducing crisis situations and maintaining stability

Monthly monitoring of both providers is in place to increase our numbers of personal budgets

Although we have achieved our target there are areas where further progress is required.

Stronger verifications processes mean better control and oversight of people entering placements appropriately.

## Front Door Activity

### Performance Assessment

#### Numbers of Contacts

The total number of contacts received into Adult Social Care during 2015/16 was 14,240, up from 14,068 in the previous year. The table below shows the sources of those contacts during the year and the outcome following:

	Outcome	Source of Contact					Grand Total
		Community/ Other Route	Discharge From Hospital	From Hospital	Entry Transition	Not Recorded	
All Contacts	Info & Advice	2625	272	3	6	217	3123
	NFA	2754	500	3		182	3439
	Not Recorded	210	166		3	9	388
	Progressed	5534	1398	74	3	281	7290
	Grand Total	11123	2336	80	12	689	14240

The Voluntary Sector Hub opened at the end of 2014 creating a single point of access where residents can access timely information and advice from multiple agencies in one visit. In addition to this, the new web portal called 'My Care My Support' was also launched to support adults and their families to find out about what services and support is available in their local area. **75% of service users said in 2016 that they had access to advice and information, up from 74% in 2015 and in line with similar authorities.**

**Local Indicator :Waiting Times for Assessment. D55 Contact to start of Assessment within 5 days.**

**RED. DOT** 

We monitor three local waiting times indicators, which measure each stage, from first contact with the client, to start of assessment (D55), contact to end of assessment (NI 132) and then end of assessment to provision of service (NI 133).

Of the three measures, D55 is the most important, as it ensures that all new people contacting us receive an initial assessment in a timely manner. Personalisation does not necessarily sit well with the other two waiting times indicators, as the client has more choice and control over how long it takes to complete their assessment and put services in place.

The provisional result for the year is 83.91% of assessments started within 5 days, which is below the target of 85%, but an improvement on 2014/15 result of 79%. Across providers the result varies, with Seqol 76.64%, Avon & Wiltshire Mental Health Trust (AWP) achieving 99.72%.

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## Front Door Activity

### Performance Assessment

#### Safeguarding Update

Since 1<sup>st</sup> April 2015, Adult Services brought the management of the safeguarding cases back into the local authority to support the change in legislation from the Care Act and to consolidate practices. The new team has implemented new processes and procedures. The number of alerts received has increased to 1119 at the end of March 2016, compared with 717 for year ending March 2015.

The number of concerns being raised are still increasing, however the number of referrals requiring an enquiry (under Section 42 of the Care Act 2014) has not increased to the same level. (415 cases progressed to an enquiry). This means that many of the alerts are focusing on quality issues rather than abuse and neglect. The Safeguarding Adult Board continues to monitor this, as it may indicate that there may be a need to consider changes to training and awareness on what should or should not be referred through to the safeguarding team.

There have been 175 referrals relating to 'Self Neglect' which is a significant number of concerns that would not have been included in the figures in previous years (self neglect only came under safeguarding arrangements from 1<sup>st</sup> April 2015). Most of these identified a need for a service with 25 progressing to an enquiry. Again, some better awareness raising with agencies raising such alerts could be necessary. Overall, the establishment of a single point of referral is considered to be effective and welcomed by partner agencies.

**Overall 70% of service users say they feel safe, up from 65% in 2015 and of those, 91% of service users say services make them feel safe, both of those indicators are an improvement and better than the national average.**

### Strengths

- ✓ Although numbers of contacts have grown on the previous year, demand is showing signs of being managed with reduction in the proportion of assessments progressing to a service
- ✓ Both our main providers have redeveloped their client access points to support a more streamlined journey across health and social care for the adults
- ✓ My Care My Support Web portal is being used by local people to get timely appropriate information and awareness of how to access local providers
- ✓ A new streamlined pathway has been set up for Safeguarding concerns

### Challenges/Risks and Mitigation

- Increased activity coming into Adult Social Care puts pressure on waiting times and we are exploring with the voluntary sector how to give improved advice and information.

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## Prevention

### Performance Assessment

#### Intermediate and Reablement Services

Adult Social Care commission prevention and early intervention services that are key to maintaining and prolonging peoples own independence. They help to give stability when there is a carer breakdown or when people find themselves in crisis situations. This year we have increased our intermediate care provision, Step-up Crisis support to reduce hospital admission and to facilitate appropriate discharge, we have commissioned additional bridging and discharge services which is key in reducing our delayed transfers of care.

Our reablement service has two elements, a domiciliary service and a residential placement service. In 2015/16 we have seen an increased number of older people accessing reablement following a hospital episode, last year it was 45 older people, this year it is 171 older people. This has improved our coverage and support offered to people in helping them maintain independence.

#### **ASCOF 2B(1) Proportion of older people still at home 91 days post discharge from hospital who received reablement on discharge. GREEN. DOT ↓**

2015/16 out-turn is 85%, a drop from the previous year of 93.2%, target for the year was 93%, however the comparator data is 81%. It is important to note that our previous year results were based on much smaller numbers of people equating to 45 and 2015/16 equates to 171 people. Of those 25 people that were not at home 91 days post, 13 were deceased rather than having moved into a placement.

#### **NI 135 Carers receiving an assessment or review. GREEN. DOT ↔**

This indicator supports personalisation, helping to maintain the independence and resilience of service users and their carers being supported within the community. As well as the two main providers, this indicator is supported by the Swindon Carers Centre, who complete assessments which are then validated by an SBC care manager.

The result for the year is 89.95% equating to 1369 carers receiving an assessment or review of need, 2 up on the previous year result of 1367 carers who received an assessment therefore performance is being maintained.

### Strengths

- ✓ Stronger embedded support for crisis prevention and rehabilitation delay, the need for long term mainstream packages
- ✓ Increased numbers of carers being offered an assessment of need reduces the risk of carer breakdown

### Challenges/Risks and Mitigation

- Consistency across providers to support carers which will be monitored with recommendations for improvements through contract meetings
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## Personalisation

### Performance Assessment

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#### **ASCOF 1C Part 1A Proportion of Clients using Social Care who receive Self Directed support or direct payments. RED. DOT ↑**

This KPI is an 'AS AT' the last day of the year, so represents a 'snapshot' not a 'during the year picture'. Our provisional result for 2015/16 as at 31<sup>st</sup> March 2016 is 82.56% equating to 1184 adults receiving a personal budget or direct payment, there is a national target set for this KPI that 100% of eligible community based clients have a personal budget. Although we are showing an improved position on 2014/15 of 72%, we still have more work to do with the 2014/15 England average, at 82.6%. Commissioners continue to work closely with providers especially AWP to improve access to self directed support. Despite this performance, **the number of service users who say they have control over their daily life increased to 78% better than similar authorities.**

#### **ASCOF 1C Part 2A Proportion of Clients with a Direct Payment. DOT ↑**

This is a subset of above, reflecting those who receive their personal budget through a direct payment. It reflects increased independence by being able to purchase support directly with providers rather than through managed services. Our provisional 2015/16 result is 24.6% increasing from 20% in the previous year and the national average for this in 2014/15 was 26.3%. More work has to be done with commissioners and providers looking at how to promote and improve take up across both clients and carers.

#### **ASCOF 1C Part 1B Proportion of Carers using Social Care who receive Self Directed support or direct payment. DOT ↑**

Our provisional result for 2015/16 is 34.16%, an upwards improvement from 2014/15 result of 32% but still well below the 2014/15 national average of 77.4%.

#### **ASCOF 1C Part 2B Proportion of Carers with a Direct Payment. DOT ↑**

This is a subset of the above KPI reflecting those carers who receive their personal budget through a direct payment. It reflects increased independence by being able to purchase support directly with providers rather than through managed services. Our provisional result for 2015/16 is 33.78% increasing from 31% in 2014/15 however again, well below the 2014/15 national average of 66.9%.

## Performance Assessment

### Mental health

**The total number of service users with a mental illness supported at the end of March 2016 was 483. Proportion of adults in contact with secondary mental health services who live independently, with or without support and those in employment.**

In relation to mental health, social care provides good support with over 74% of service users living independently which is an improvement and substantially better than the national average and similar authorities.

11.5% of service users were in employment which is an improvement and better than similar authorities and the national average.

### Learning Disabilities

Supporting people with a learning disability accounts for the largest spend in adult social care at £23m. Year on year, young people entering the transition from children and education to adult services, account for significant financial challenges. A transition team has been established with a revised transition policy to improve the experience of young people.

### **Proportion of adults with a learning disability who live on their own or with their family and those in employment**

The number of people with a learning disability living on their own or with family increased to 71% which is slightly better than the South West average but lower than in similar authorities and nationally. A housing work stream has been established to improve performance and new supported housing is being built for 2017. The percentage of people in employment also reduced to 3.65%. Access to employment and training has been identified as a corporate priority and a Transitions Programme commenced in June 2016 to improve in this area.

## Strengths

- ✓ More people suffering from mental ill health are living independently and are in employment
- ✓ A new Transition Programme is being established to improve performance in employment and training
- ✓ Planning events have taken place with young people and their families which were evaluated positively

## Challenges/Risks and Mitigation

- Need to increase access to employment and training for young people with a learning disability
- Need to start transition planning earlier for young people with special educational needs

### Performance Assessment

#### Social Care Client Numbers

In 2015/16 we saw a 5.1% increase in the number of clients who received a service from us during the year rising from 5,274 in 14/15 to 5,547 in 15/16. Older people numbers changed from 3404 to 3628 during the year a 6.5% increase, younger adults saw a 2.6% increase moving from 1870 to 1919.

#### Local D40 Clients who received a service during the year who received an annual review of need.

**GREEN. DOT ↑**

This is now a local KPI that looks at people who have been in receipt of a service during the year, who have received an annual review of need. As it is a client count, it does not take into account multiple reviews where individuals may have received more than one in the year but increasing the number of people, who receive at least one review per year, is key to our aims to ensure we are appropriately meeting the current needs of individuals.

The provisional result for 2015/16 is 72% equating to 3992 people who received an annual review, above target for the year of 71%. This is an increase on the previous year when 3829 people had received a review of need.

Broken down, our result shows 85.2% of Mental Health clients had a review, 52.76% of Learning Disability clients and 71.8% of Seqol clients received a review of need. The Learning Disability team came back in-house in October, where a new management team was appointed and new processes and practices are being embedded. Ongoing work continues to address recording and improve quality which will show results within this KPI.

**Satisfaction with services is good with 66% of service users satisfied with their care and a quality of life score of 19.3 which is slightly better than other authorities. More service users use as much social contact as they would like, rising to 49% which is better than similar authorities.**

### Strengths

- ✓ Better understanding of the issues relating to personalisation have consolidated understanding and enabled better detailed plans to support change and move forward
- ✓ Numbers of annual reviews are up, ensuring clients can access personal budgets and are receiving the appropriate support for their needs

### Challenges/Risks and Mitigation

- Close monitoring of AWP progress for personalisation
- Improve quality and recording across all teams
- Implementation of online assessment which will support person-centred discussions



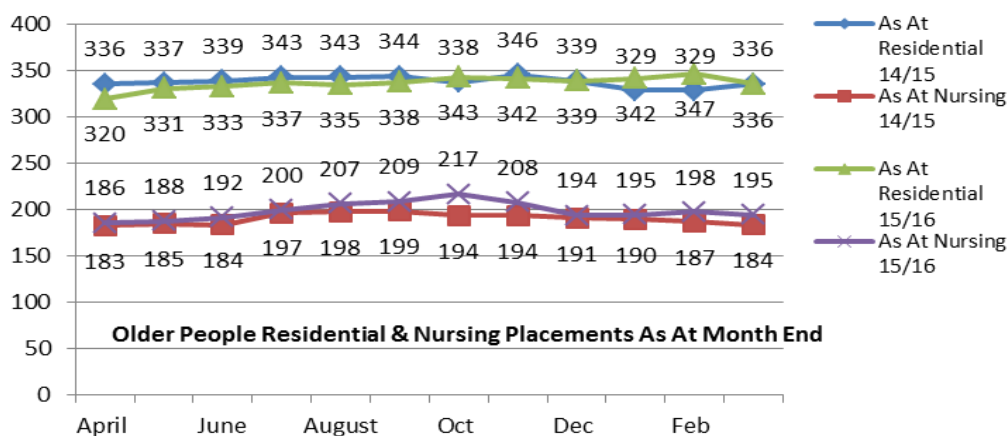
## Admissions

### Performance Assessment

**ASCOF 2A(2) Adults aged 65+ admitted into permanent residential or nursing care per 100K population. Green . DOT ↓**

It is recognised that the admissions indicators (ASCOF 2A 1 & 2A 2) are joint indicators with commissioning and both providers to ensure the strategies are in place and working to support only necessary and appropriate admissions to care.

The provisional result for 2015/16 is 682.48 per 100k population (pending the new population figure being released shortly) equating to 220 admissions for older people, slightly higher than last year at 676 per 100,000. These placements are split between 98 into nursing care and 122 into residential care home. We are well within target for the year and only 2 placements above 2014/15 even though population. Graph below shows how static placements are within older people over the last 2 years.



**ASCOF 2A(1) Adults aged 18 – 64 admitted into permanent residential or nursing care per 100K population. Green ↑**

At the end of 2015/16 we made 12 admissions for younger adults, equating to a ratio of 8.89 per per 100k population, (pending a new population figure being released shortly). This is one placement above target for the year, but an improvement on the previous year where 15 younger adults were placed. Broken down across categories, there were 5 Learning Disabled adults, 4 with Mental Health support needs and 3 with Physical Disabilities.

### Strengths

- ✓ Admission rates for both age groups are being managed and are still comparatively good and figures are impacted by a small number of 60 – 65 year olds admitted to residential care

### Challenges/Risks and Mitigation

- Further work with Children's Services and Education to reduce admissions to residential care through Transition Programme

## Health

This performance report is based on activity as at December 2014.

### Performance Assessment

#### Urgent Care

*Working in partnership with the Great Western Hospital to avoid unnecessary hospital admissions and support people in the community.*

**Fix Me Hub (Urgent Care GP / Nurse Centre):** – the GP/Nurse-led Urgent Care Centre was opened to take pressure off the Emergency Department at GWH. Since April 2015 to the end of March 2016 there have been 25,201 attends at the GP/Nurse led Urgent Care Centre (Clover) against a target of 10,950 attends.

**Out of Hours:** - The Urgent Care Centre continues to provide an effective out of hours service, taking demand away from A & E. For the full year, the number of Primary Care Contacts was 4,817 against a target of 3,063. All aspects of the service continue to cater for an increasing and unprecedented demand.

**Delayed Transfers of Care:** - CCG / SEQOL and the Council have continued to work with GWH to improve patient flow and reduce the number of delays within the system. Work is continuing with renewed focus around quality around the discharge procedure.

Since July 2015 additional services have been commissioned to support the pathway, adding capacity to beds and additional domiciliary care services. Monitoring is showing a reduction in social care attributable delays since January 2016.

#### ASCOF 2C Part 1 Average number (snapshot) of Delayed Transfers of Care per 100k pop attributable to both NHS and Social Care. **RED.** ↑

Our provisional result is 14.8 per 100k population which is an improved picture on the previous year of 16.2. The South West comparator average result is 17.4 and the provisional national average is 12.3 rising from 11.1 in 2014/15.

Our delay reasons broken down below.

	Completion of Assessment	Public Funding	Further non acute NHS Care	Placement: Residential	Placement: Nursing	Care Package in own home	Community Equip	Patient or family Choice	Disputes	Housing	LA YTD	Total
Swindon	41	12	34	33	66	69	13	22	0	6		296

## Health

This performance report is based on activity as at June 2015

### Performance Assessment

#### ASCOF 2C Part 2 Average number (snapshot) of Delayed Transfers of Care per 100k pop attributable to Social Care. **RED.** ↓

Our provisional result for this is 8.3 per 100k population which is up from 2014/15 of 6.9 per 100k pop. This result is mainly due to issues early on in the year that increased our delayed days, however much work has happened within the last 6 months to improve reporting and recording of who is attributable and pathways for people to reduce the delays and improve the flow. The last quarter results have shown definite improvements and put us in a much stronger position for the new year. South West comparator average result is 7.0 and the provisional national average is 4.8 per 100k population.

The breakdown for reasons of delays is shown below.

	Completion of Assessment	Public Funding	Further non acute NHS Care	Placement: Residential	Placement: Nursing	Care Package in own home	Community Equip/adapti on	Patient or family Choice	Disputes	Housing	LA YTD Total
Swindon	32	7	n/a	22	48	49	4	5	0	n/a	167

There is also a Better Care Fund Delayed Transfers of Care KPI which monitors all delays during the year attributable to both health and social care.

Provisional result for this is 374.5 per 100k population, against a South West average of 494.2 and a provisional national average 351.4.

### Strengths

A number of initiatives are in place, funded by CCG to reduce admission to hospital through Urgent Care Centre and SUCCESS centres supporting capacity in primary care (GP).

### Challenges/Risks and Mitigation

- Delayed transfers continue to challenge and a Programme Board has been established across GWH, Seqol, CCG and the Council to reduce delays which is meeting fortnightly and has produced reductions in delays for Swindon. Further work is required with front line health and social care professionals to support patients who are well and to be discharged returning home as quickly as possible.