

Performance for Adults Health, Social Care and Housing

Adults Health, Adults Care & Housing Overview and Scrutiny

Committee

Date: 21st June 2016

Author: Director of Adult Social Services

Wards: All

Locality Affected: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 This report provides the Adults Health, Adults Care & Housing Overview and Scrutiny Committee with an update of performance and key issues relating to Adult Social Care commissioning and performance.
- 1.2 A key purpose of the Adults Health, Adults Care & Housing Overview and Scrutiny Committee to hold Providers of Health Services to account.
- 1.3 Any provider of Health Services in Swindon is required to provide information on the planning and provision of health services within the Borough and consult with the Committee on any planned substantial changes or developments to service provision.

2. Recommendations

The Committee is recommended to:

- 2.1 Note the report.
- 2.2 Identify any areas of concern that require further investigation.

3. Detail

- 3.1 What are the challenges that your organisation is facing?

Top Priorities	Process	Outcomes
Delayed Transfers of Care (DTOC)	This indicator is an average of the monthly snapshot figure per 100k population. Swindon's final year out turn is 14.8 per 100k population compared with a South West average of 17.4 per 100k population, the national average is 12.3 per 100k	Locally Swindon has increased provision of domiciliary care by 1,000 per week demonstrating that providers have increased capacity. A DTOC programme board has been

Further information on the subject of this report can be obtained from Sue Wald, Direct Dial Telephone Number, 01793 465713 swald@swindon.gov.uk.

Performance for Adults Health, Social Care and Housing

Adults Health, Adults Care & Housing Overview and Scrutiny

Committee

Date: 21st June 2016

	<p>population.</p> <p>Monitoring has clearly shown that delays early on in the year has had an impact on our overall result and over the last 6 months significant process changes and additional resources have made the process more robust and is reducing delays for those being discharged making a positive direction of travel upwards.</p>	<p>established with CCG, SEQOL and GWH and delays have reduced significantly since January 2016.</p> <p>34 beds are commissioned to support hospital discharge through Fessey House and beds in nursing homes.</p>
ASCOF 1 C part 1 % of Clients receiving Self Directed Support	<p>Personalisation is a key national driver, enabling people to have choice and control of their support services. Our year end out turn is 82.6% (equating to 1184 people) which is an increase of 9.9% on our previous year's result of 72.09% equating to 1077 people. This is a good improvement, however more work needs to be done as the national target is 100% of eligible community based clients to receive a personal budget.</p>	<p>Work has continued throughout the year by commissioners with additional training being given to Avon & Wiltshire Mental Health Partnership (AWP) practitioners to improve access to self directed support for people with mental health needs. Training in using an online tool has commenced with SEQOL which will further improve performance over the coming months</p>
Growth in need for Domiciliary Care	<p>We have seen a growth in the need for domiciliary care hours to support older people in their own home, a rise of nearly 15%, from an average of 7,000 hours domiciliary care support per week in 2014/15 to 8,043 per week</p>	<p>Commissioners are working to bring new providers into Swindon and with existing providers to support the increasing need and there will be a</p>

Further information on the subject of this report can be obtained from Sue Wald, Direct Dial Telephone Number, 01793 465713 swald@swindon.gov.uk.

Performance for Adults Health, Social Care and Housing

Adults Health, Adults Care & Housing Overview and Scrutiny

Committee

Date: 21st June 2016

	during 2015/16. The growth has been to support the flow of adults being discharged from the hospital to reduce delays.	forthcoming tender for domiciliary care.
Percentage of people with a learning disability in employment	The end of year data shows that the percentage of people with a learning disability reduced from 4.2% to 3.65%.	We have appointed 5 Transition workers to start planning with young people and their families. We continue to commission places from United Education Trust to prepare young people for employment. A corporate programme on Transitions will start in June 2016 to improve transition arrangements and increase numbers into employment and training.

3.2 What have you done well?

Top Five Achievements	Steps taken	Next steps
Local Indicator D40 % of Clients who have received a service during that received an annual review of need.	Provisional year end result is 72% (equating to 3992 people receiving an annual review) just above target for the year of 71%. This is a 4.2% increase in the number of reviews completed in 2014/15 where 3829 were completed.	Timely annual reviews are key in ensuring clients receive the most appropriate support for their needs and ensure people have the opportunity to receive their care through a personal budget.

Further information on the subject of this report can be obtained from Sue Wald, Direct Dial Telephone Number, 01793 465713 swald@swindon.gov.uk.

Performance for Adults Health, Social Care and Housing

Adults Health, Adults Care & Housing Overview and Scrutiny

Committee

Date: 21st June 2016

ASCOF Indicator 2A(2) - Permanent admissions to care homes: people aged 65+	Total number of admissions for older adults for the year was 220 people increasing from 218 in the previous year. The split across residential and nursing has remained static with nursing admissions at 98 people (same as 2014/15) and residential at 122 (up from 120 in 2014/15). This result equates to a rate of 682.48 per 100k population, well within the target for the year of 744.52.	Commissioners continue close joint working with key providers and health, reducing inappropriate admissions to care. We are seeing a higher turnover of placements rather than additional beds being purchased.
Safeguarding Single Point of Contact and new agreements.	<p>The new Single Point of contact and in-house Safeguarding team has been in place since 1st April 2015, this was to support the new Care Act legislation implementation. During the year new practices have been developed and processes streamlined. This has also supported the national strategy in 'making safeguarding personal'.</p> <p>We received 1119 alerts during the year compared with 717 in the previous year.</p>	Whilst the number of concerns raised has increased, the number of cases requiring an enquiry has not significantly increased. The Local Safeguarding Adults Board (LSAB) has investigated the figures and will be giving provider based information showing levels of referrals and levels of enquiries to ensure that issues of quality are dealt with by providers rather than through safeguarding. We will continue to

Performance for Adults Health, Social Care and Housing

Adults Health, Adults Care & Housing Overview and Scrutiny

Committee

Date: 21st June 2016

		monitor this.
Service user feedback through annual survey	A number of indicators relating to service users feeling safer through the services they receive is (91%), having access to information and advice is (75%), experiencing good quality of life: (score 19.3)	A number of indicators referenced in the performance report in bold, measure the views of service users. The majority of indicators show improvement on the previous year.

4. Alternative Options

4.1 None

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

5.1 The 2015/16 final outturn position for Adults Commissioning budgets was a net overspend of £669k (1% of total budget). In total £6.6m of savings were made in adult social care with a total budget of £61.125m. The pressures within Adult Social Care were mainly around cost of care packages for Older People which overspent by £2,021k. Increased demand was mainly due to additional care home and care home support services commissioned to minimise the number of delayed discharges from hospital. The savings in Learning Disability and other adult care packages was £829k, voluntary sector contracts was £257k and other savings of £266k reduced net pressure in Adults down to £669k.

5.2 Legal and Human Rights Implications

5.3 None.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.4 None.

Diversity Impact Assessment

5.5 None.

Performance for Adults Health, Social Care and Housing

Adults Health, Adults Care & Housing Overview and Scrutiny Committee

Date: 21st June 2016

Risk Management

5.6 None.

6. Consultees

6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

7.1 None.

8. Appendices

8.1 Appendix 1 - Performance report