

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 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 Care, Adults Health and 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 Care, Adults Health and Housing Overview and Scrutiny Committee is to hold Commissioners and providers of Health and Social Care Services to account.
- 1.3 Any Commissioner or provider of Health and Social Care Services in Swindon is required to provide information on the planning and provision of health and social care 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 or interest that require further investigation.

3. Detail

- 3.1 Update
 - 3.1.1 This report informs Scrutiny Committee Members on the progress we are making in delivering the priorities and pledges set out in Swindon's vision for 2016-2020 around supporting vulnerable adults to live as independently as possible and enjoy safe and fulfilling lives (priority 4). The three pledges we are committed to in delivering this priority include:

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 Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

Working with the Clinical Commissioning Group (CCG) and GP surgeries to help people with long term health and social care needs to manage their health effectively with support from community groups and multidisciplinary teams (Pledge 26)

Ensuring that more people and their carers are supported to live as independently as possible and reducing the length of time people need to spend in residential care. (Pledge 27)

Reducing smoking prevalence to less than England average (Pledge 30)

3.1.2 This report provides an overview of performance as at end of September 2016. Despite ongoing budget pressures, we are making good progress in achieving the ambitious agenda we set ourselves at the start of the year. We have a number of strategies in the pipeline to tackle our financial challenges based on five themes: improving accommodation and support; making more efficient use of social work resources; improving quality assurance processes; improving joint working with NHS; and improving access to suitable support. Detailed activity and performance information is provided in the appendix.

3.2 What are the challenges that your organisation is facing?

3.2.1 Managing demand

Although duties under the Care Act are being met, Swindon is struggling to manage demand within planned budgets. This is mirrored across the South West. Swindon is one of the lowest funded authorities in the South West and is the fourth lowest spending authority on adult social care. This is in line with our funding settlement but challenges our ability to make the necessary investment for a transformative shift to new models of care which will be crucial in terms of managing demand in the future. Demographic pressures are mounting and demand for complex Social Care is increasing.

Significant new cost pressures have been added through the introduction of the National Living Wage (NLW), EU Directives to pay carers travel time and night covers, and the changes to the Deprivation of Liberty Safeguarding (DOLS) assessments. These pressures, along with increased demand, have more than offset the additional funding from the precept. The latest forecast outturn position

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

at October 2016 across Adults Social Care and Health Commissioning is a budget pressure of £3.2m. Rising demand for discharge to assess beds, living wage increase for contracts, additional staffing costs, and slippage in some savings programmes due to the SEQOL transfer, have contributed to the additional cost pressures.

3.2.2 Residential and Nursing Care

In line with the South West authorities, Swindon continues to be over dependent on residential and nursing models of care which attract high gross and net expenditure. Although we have focussed our efforts on reducing the number of state funded placements in residential and nursing care, compared to the same period last year, there is only a slight reduction in the number of younger adults and older people admitted to permanent residential care, and the numbers of young adults and older people admitted to nursing care has remained relatively static.

The pressure on hospital discharge has also led to a number of older people being moved from a hospital bed to a residential care bed with the aim to “discharge to assess”. This practice has shown to increase the risk of these people ending up being permanently admitted to residential or nursing care homes which has cost implications. We will be closely monitoring the use of these “discharge to assess” beds to review and manage the longer term financial implications.

3.2.3 Learning disability Services

Reducing Learning disability costs continue to be a challenge. We have adopted a number of strategies to reduce the amount we pay including re-negotiating the price of residential care for people with a learning disability; moving people from residential care into lower cost supported housing schemes; and assisting the more abled people to live a more independent life style so they need less care and support. We are working with both the carers (usually parents) of people with learning disabilities and service providers who are often risk averse, to shift the culture to a strength-based approach that focuses on promoting independence.

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

We strive to meet our target to review the care packages of 70% of our service users with a learning disability to ensure support is appropriate and delivers value for money (latest performance predicts 69.5% achievement). Further improvements across the learning disability services are being managed through a number of programmes including: Progressive Support Planning to improve outcomes for individuals; joint review initiative to combine the social care review with the commissioning and contract review of the service to promote greater clarity of outcomes achieved and agree individuals longer term aspirations about how they are supported and where they want to live; consistent review of out of area placements to consider returns to Swindon if appropriate; making social care reviews more effective; and renegotiating costs with providers

3.2.4. Personalisation

Our aim is to support independence, and promote choice and control, for people facing difficulties due to disability, mental health issues, effects of age and other circumstances. Through personalisation, people have the opportunity to manage their own resources and determine how their needs will be met by organising their support and services themselves. Although we are ahead of target with 2312 clients having received an annual review of need by end of September 2016 (41.68%), we are under-performing for the number of clients who have a personal budget (1273 adults, 88.8%) and clients receiving their personal budget through a direct payment (382 adults, 26.6%). Commissioners continue to work closely with providers, especially Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) who have only 58% of clients with a personal budget, to improve access to self-directed support.

We recognise carers provide regular and substantial support for service users and it is encouraging that we are on track to meet our year-end target for 70% of carers to have had an assessment or review of their needs. To date, 50.9% (774) carers have received an assessment or review. However, as at September 2016, the proportion of carers with self-directed support continues to be low at 29.5% (129) compared to the 15/16 England average (77.7%) and South West average (55.4%).

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

We anticipate performance will improve over time as Swindon Carers Centre (SCC) embeds the service changes following the 2015 organisational review. The 'journey mapping' exercise has delivered a better carer experience particularly when they are caring for someone who is being discharged from hospital. The patient's carer is identified earlier and supported more quickly. Swindon Carers Centre offers carers a "light touch" assessment which is proportionate to their needs and in line with Care Act legislation. There are plans to develop an online tool for carers to self assess. Our carer support workers focus on ensuring Swindon carers receive the right support at the right time which has led to more carers accessing funding for support schemes and respite care.

3.2.5 Reducing smoking prevalence

The smoking prevalence in adults in Swindon as at 2015 is 18.6% which is higher than the national average of 16.9%. The smoking prevalence rate in our routine and manual occupations is 25.3% which is lower than the England average of 26.5%. The latest version of the Tobacco Control Profiles were published 01 November 2016 and in this latest version a new indicator 'Smoking prevalence in adults with serious mental illness' has been added to the profiles. For 2014/15 the Swindon smoking prevalence rate for adults with serious mental illness is recorded as 41 which is not statistically different to the England average of 40.5. It does however highlight that smoking prevalence is more than double in people with serious mental health illness and continues to be a focus for the tobacco control work in Swindon.

Death rates from lung cancer and chronic obstructive pulmonary disease (COPD) were also included in the latest Tobacco Control Profiles and Swindon was not statistically different to the England average. Death rates from lung cancer in Swindon 2013-15 were 61.8 and the England average was 58.7. Death rates from COPD were 54.7 compared to the England average of 52.8.

Smoking status in pregnancy at the time of delivery (SATOD) is the measure that gives the smoking in pregnancy percentage. New figures for 2015/16 show that smoking rates have fallen in this group to 11.4% from 12.7% in 2014/15. Swindon is now statistically significantly similar to England (10.6%) rather than higher and also similar to the South West (11.2%).

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

Swindon Central Bus Station was officially launched as a smokefree site on 31 October. For a two week period following the launch there has been a member of staff from the Envirocrime team at Swindon Borough Council at the bus station to raise awareness and inform members of the public of the change. As part of this raising awareness 150 members of the public, smokers and non-smokers have been approached and the feedback has been, on the whole, very positive.

3.3 What have you done well?

3.3.1 SEQOL Insourcing

On 1 October 2016, the 400 staff that had previously provided care services in Swindon on behalf of SEQOL (the independent employee-owned social enterprise company) transferred to the Council following financial difficulties experienced by SEQOL. All services were transferred smoothly and there have been no complaints from staff or service users. A new management structure has been established and we have successfully recruited to a Head of Transitions post, Head of Commissioning, Head of Social Work and Regulated Services Manager. All staff have received induction training. Since transferring services, we have identified a number of quality challenges which we are working on with the staff and managers

3.3.2 Community Navigators

We are now in the second year of the Community Navigator project and continue to operate the referral based service through GP surgeries throughout Swindon and Shrivenham. Since the start of the programme, we have recruited 633 clients all of whom have one or more long term health condition. We currently have 8 Community Navigators operating across Swindon and all 26 Practices are offered the opportunity to refer a patient into the Community Navigator programme. We have seen an increase in interest and referrals from other health professionals, including social workers. We are able to process these referrals, providing consent is given through the clients GP.

The top four Long term Health Conditions referred into the programme are: Depression, Diabetes, Anxiety and Hypertension. GPs are asked to say what area of support would be most useful to the patient and the top four areas are: Social isolation/community support needs, Physical Activity, Healthy Eating and

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

Carer Support. An important element of this programme continues to be the learning and development of the team; ensuring that they are suitably skilled, supported and equipped with the expertise to deal with their caseload.

We have worked with the CCG to analyse to make comparisons between the cost per patient pre and post intervention and identified the average health cost saving per month is £148 per patient. This equates to an annual health cost avoidance saving of approx. 418k (forecasted from the current position) but should also have a positive impact on reducing the demand for adult social care.

3.3.3 Prevention and Early Intervention

Prevention and early intervention is key for managing demand and future cost pressures. We aim to maintain and prolong people's own independence through improving our first point of contact /front door. Our marketplace, My Care My Support (MCMS), provides extensive information around health and wellbeing, residential care, support at home, social groups and clubs and education across the voluntary, third and private sectors. Over the last 12 months, we have integrated a Google search facility into the site to improve accessibility and consulted with the community to ensure it includes the right information. We continue to develop a 'front door' hub for residents to use as a first port of call for help and support by promoting the services available at Sanford House and the MCMS website. So far this year we have received 6,420 contacts, and a higher proportion of these are being effectively dealt with at the front door compared to the same period last year. To date, we have had fewer clients progressing to an assessment (49.86%) compared to the same period in 2015/16 (56.1%) and slightly fewer clients progressing to a service (44.13% compared to 44.5%).

This year we have increased our intermediate care provision, step up crisis support and bridging domiciliary care services to reduce hospital admission and facilitate appropriate hospital discharge. 231 clients have completed 243 episodes of crisis domiciliary care at home, receiving on average 17 days of service. In addition, 31 adults have been admitted to crisis temporary placements with an average length of stay of 31 days. 188 clients have received domiciliary reablement services (compared to 137 last year) and 35 people have had an episode of residential reablement compared to 39 in the previous year.

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing

Overview & Scrutiny Committee

6th December 2016

The outcome for clients following the completion of a reablement episode has been very positive with 68% (151) no longer requiring a state funded service.

3.3.4 Delayed Transfers of Care

The Delayed Transfers of Care Programme Board was established in early 2016 across Swindon and Wiltshire and involving Great Western Hospital (GWH). Work streams were established for a review and improvement of: Discharge to assess beds and bridging services; Reshaping of reablement; 7 day working for Discharge Assessment Referral Team (DART) and social care; and improved patient flow

Monthly monitoring shows that in the last 6 months, the days lost due to a hospital discharge being delayed has reduced by a third (2,934 compared to 4,069). Social care delays have reduced significantly and we are now 4th best in the South West. Although the Swindon performance has improved, the overall delays for GWH have not improved at the same rate. Availability of nursing and residential care remains a challenge. The Programme has been refreshed to implement additional support at home which was been funded by the NHS and due to go live in November 2016. The outcome focused domiciliary care tender is due to start in 2017.

3.4 Supporting Information

None

4. **Alternative Options**

4.1 None

5. **Implications, Diversity Impact Assessment and Risk Management**

Financial and Procurement Implications

5.1 There are no direct financial implications arising from this report. Any financial pressures resulting from changes in demand for social care services will be identified and included within the Council's Medium Term Resourcing Plan.

Performance for Adult Social Care Commissioning

Adults' Care, Adults' Health and Housing Overview & Scrutiny Committee

6th December 2016

Legal and Human Rights Implications

5.2 None

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

5.3 None

Diversity Impact Assessment

5.4 None

Risk Management

5.5 None

6. Consultees

6.1 The Interim Corporate 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 – Activity and Performance Data.