

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
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To: Adult Social Care Cabinet Committee - 5 March 2021

Subject: Adult Social Care Performance Q3 2020/21

Classification: Unrestricted

Previous Pathway of Paper Adult Social Care Directorate Management Team 10 February 2021

Future Pathway of Paper: None

Electoral Division: All

Summary: This paper provides Adult Social Care Cabinet Committee with an oversight of Adult Social Care performance during the first three quarters of 2020/21. Of the five targeted Key Performance Indicators (KPIs), three were RAG Rated Green and two were RAG Rated Amber.

Adult Social Care services continue to work within an environment affected by the Pandemic where following decreases in contacts and long term service activity in Q1 preceding months showed signs of increased activity until Kent entered Tier 4. Activity is continually being scrutinised and assessed by Senior Managers and a recent focus on Carers is leading to a series of actions to ensure they are fully supported during this challenging time.

Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of Services in Q3 2020/21.

1. Introduction

- 1.1. A core function of the Cabinet Committee is to review the performance of services which fall within its remit. This report provides an overview of the Key Performance Indicators (KPIs) for Kent County Council's (KCC) Adult Social Care (ASCH) services; it includes the KPIs presented to Cabinet via the KCC Quarterly Performance Report (QPR).
- 1.2. Appendix 1 contains the full table of KPIs and activity measures with performance over previous quarters, against agreed targets.

2. Overview of Performance

- 2.1 There are five targeted KPIs, two were RAG rated Amber having not achieved the agreed target but were still within expected levels, one of which showed an increase, however the other is on a significant downward trend. Three were RAG rated Green having met and exceeded the target.

3. Adult Social Care Key Performance Indicators and Activity Measures

- 3.1 The proportion of people who have received short term services for which the outcomes were either support at a lower level or no ongoing support was affected by both the winter pressures experienced early in 2020 and the Coronavirus Pandemic throughout the rest of the year, with increasing numbers of clients with a wider range of needs receiving services through short term pathways, leading to a decreased proportion as more people needed further or longer term support.
- 3.2 In Q3, 1,454 people received short term support with 900 people requiring less or no ongoing support (62%). This compares with Q2 where 1,329 people received short term support and 769 people requiring less or no support (58%). There were not only increases in the numbers accessing short term services but more of these people no longer needed ongoing support or did need support at a lower level and there was an increase of 4% on the previous quarter.
- 3.3 The number and proportion of clients in ASCH receiving Direct Payments has continued to decrease and is on a significant downward trend. Although ASCH have been keen to promote the use of Direct Payments, this service has been significantly affected by the pandemic with Direct Payment clients not wanting to have Personal Assistants or other workers in their homes and access to alternative services limited due to the implementation of lockdown tiers in Kent.
- 3.4 The proportion of adults with a Learning Disability who are living in their own home or with their family remains stable at 79% for both Q2 and Q3, just above the target of 77%.
- 3.5 The proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding was 77% in Q3, is in line with the previous quarter and above the target of 75%. With the implementation of Tier 4 in Q3 followed closely by the full lockdown in late December, KCC Commissioners have been developing systems to monitor and risk assess homes virtually whilst they have been unable to make face to face visits.
- 3.6 ASCH's Senior Management Team (SMT) have been focusing on Carer involvement and support; the early indication on the recent increases in the number of Carers known to ASCH is that it is due to the Pandemic with more people identifying themselves as Carers following changes in circumstances and requiring assistance and support from ASCH and/or the commissioned services.

3.7 Of the 379 carers receiving a service, 178 have had either a formal review or assessment in the last 12 months. Adult Social Care and Commissioning colleagues are working with providers to ensure all reviews delivered by commissioned providers are being reported in a timely manner to demonstrate that all carers are being supported appropriately.

4. Conclusion

4.1 Performance of ASCH Services in Q3 2020/21 predominately increased in delivery or activity; where the measures were performing below target or moving in a downward trajectory, ASCH Directors and Senior Management Team are closely monitoring the service area and implementing actions internally or with partners and providers where needed.

5. Recommendations

5.1 Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of services in 2020/21.

6. Background Documents

None

7. Report Author

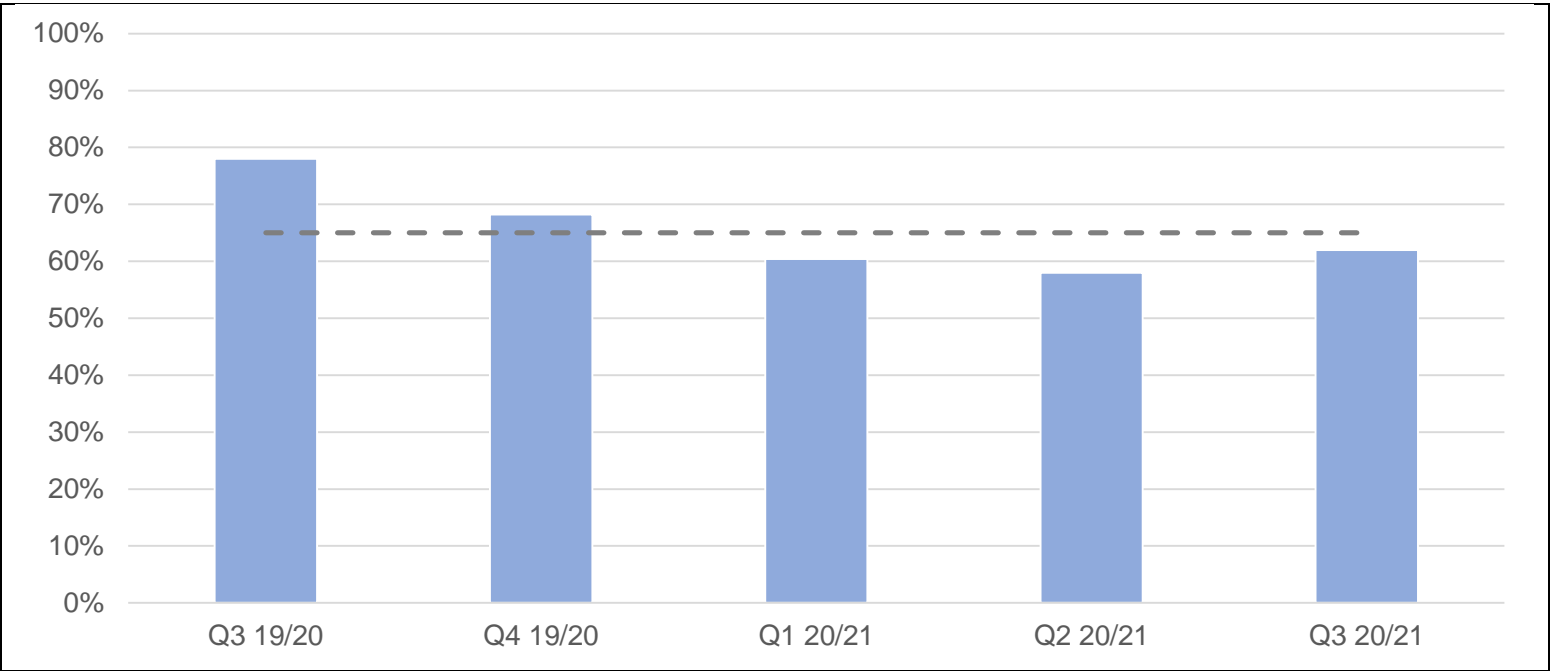
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Appendix 1: Adult Social Care KPI & Activity Performance Q3 2020/21

ASC1: Proportion of people who have received short term services for which the outcomes were either support at a lower level or no ongoing support **AMBER**
↑



Technical Notes:

Target set at 65% (dotted line)

Short term services include Short term Beds and Enablement services.

Q2 amended following updates to client services following the first wave of Covid lockdowns.

The direction of travel is not significant.

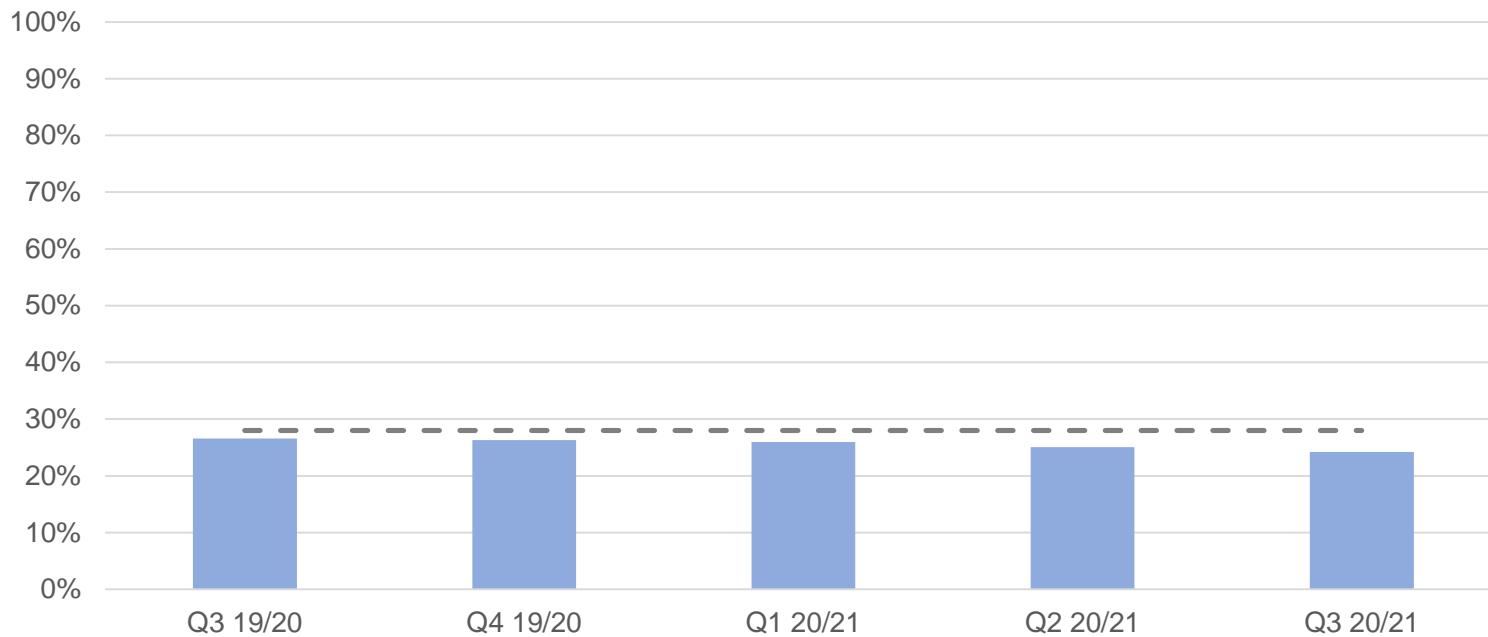
Commentary:

There have been increasing numbers of people accessing short term services in 20/21. 1,454 people accessed short term services in Q3, for 900 of which the outcome of the service was to not need ongoing support, or support at a lower level.

There is currently a “Steady State” with the system pressures easing; however, nationally Hospitals have been working at around 15-20% over capacity and these residents will need to be discharged. The Assistant Director and Responsible Officer is in regular contact with all Senior Managers involved in the Short Term Pathway to ensure the situation is monitored daily.

ASC2: Proportion of clients receiving Direct Payment

AMBER



Technical Notes:

Target set at 28% (dotted line)

Currently does not include Learning Disability clients aged 18-25 with CYPE.

Previous quarters amended following updates to client services following the first wave of Covid lockdowns.

The direction of travel is significant.

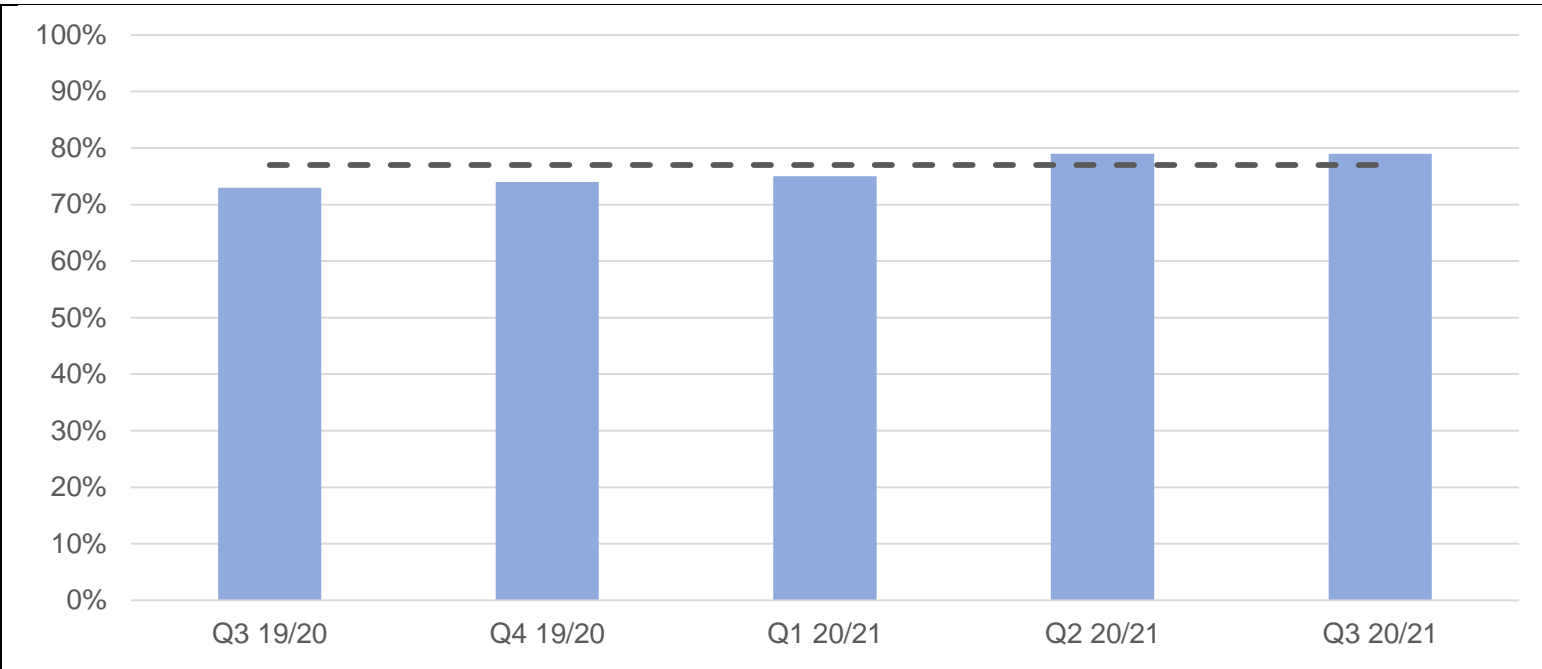
Commentary:

The number of people receiving Direct Payments has continued to decrease. In Q3 2,868 adults in Adult Social Care were receiving direct payments.

The number of people receiving Direct Payments has been affected by the Coronavirus Pandemic, where people have needed or chosen to self-isolate and have not wanted PA's or other workers in their home. In addition, the flexibilities for using a Direct Payment to access alternative services are not available as many options are closed due to the lockdown tiers in place.

ASC3: The proportion of adults with a learning disability who live in their own home or with their family

GREEN



Technical Notes:

Target set at 77% (dotted line)

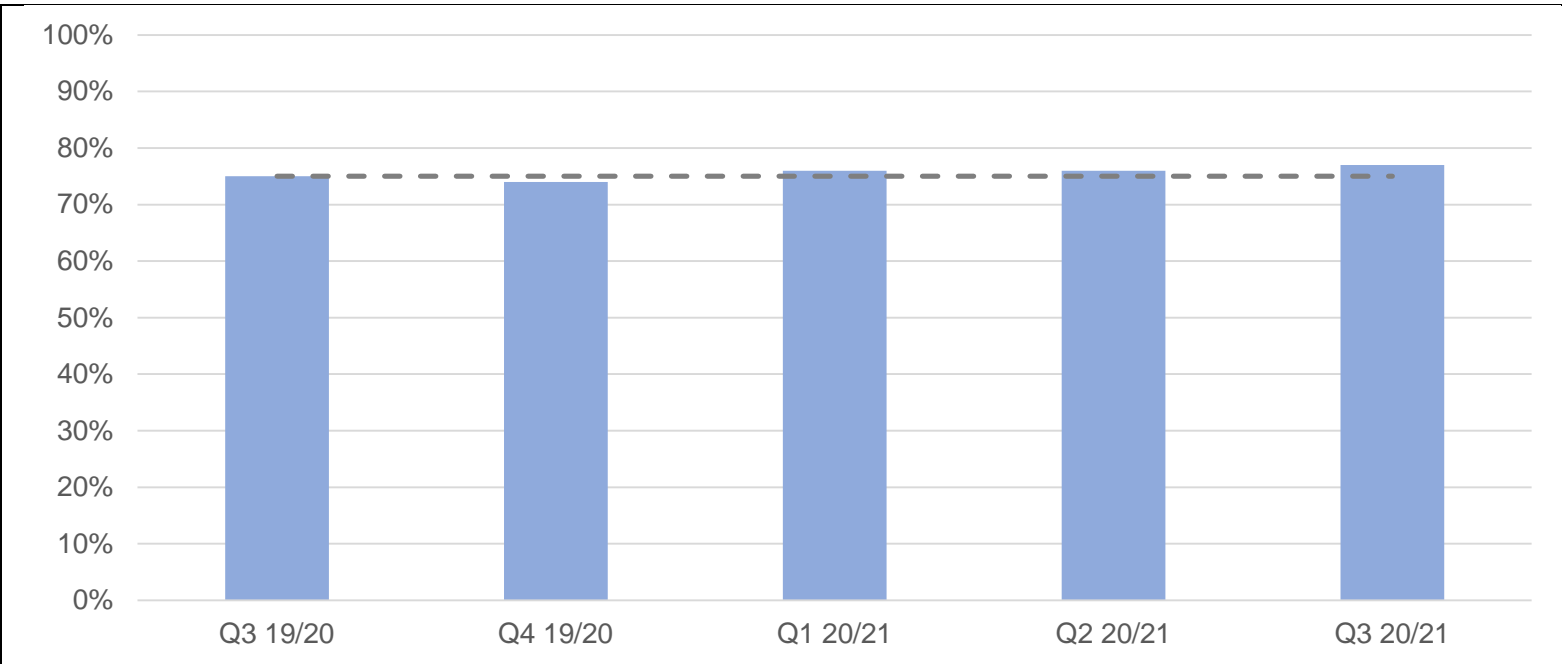
The direction of travel is not significant.

Commentary:

The number and proportion of adults with a Learning Disability who live in their own home or with family increased in Q2 20/21 and continued into Q3 20/21 at 79%.

ASC4: Proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding

GREEN



Technical Notes:

Target set at 75% (dotted line)

The direction of travel is not significant.

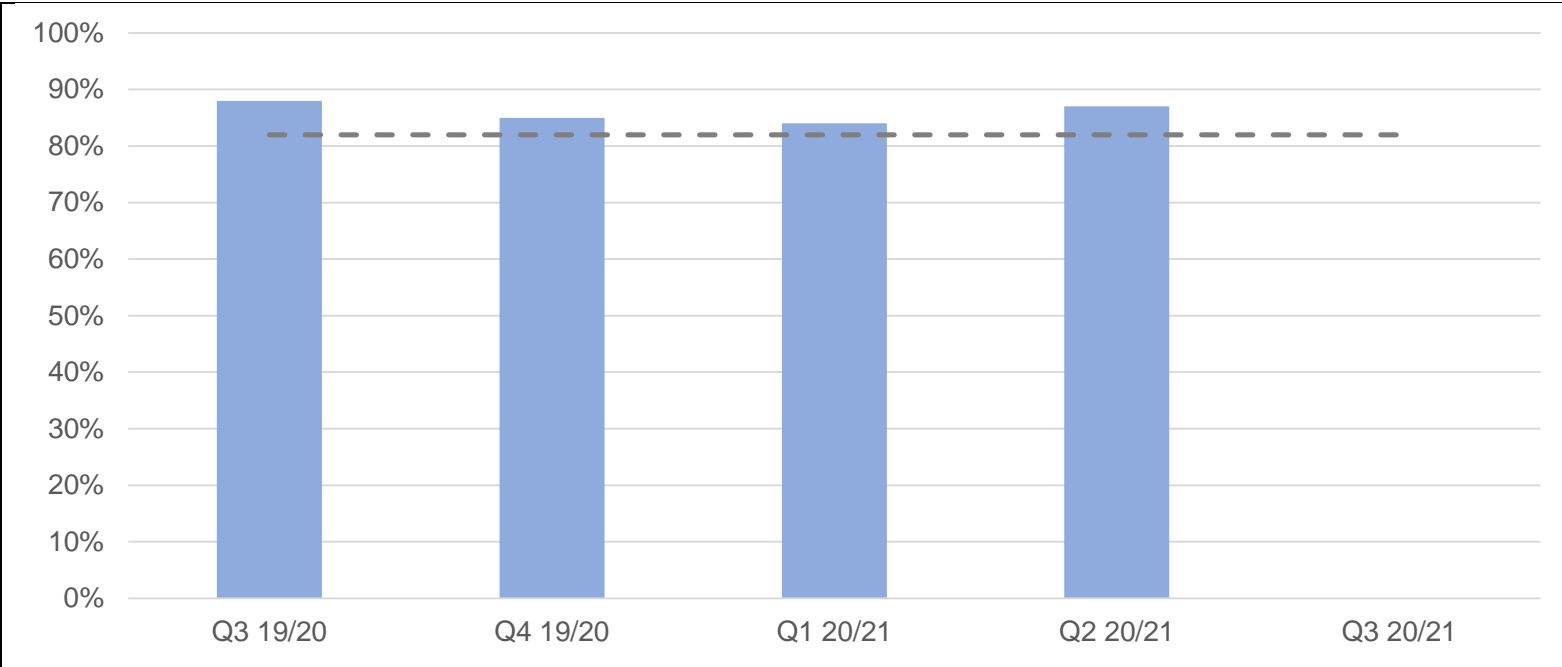
Commentary:

77% of KCC clients are in residential or nursing care where the CQC rating is Good or Outstanding.

KCC continues to work closely with the CQC and Providers to improve the levels of quality in the care home market. This continues to be a challenge with the introduction of Tier 4 during Q3 and the 2nd wave of Covid, as face to face visits to the homes cannot be conducted. Locality Commissioners have developed systems and tools to monitor and risk assess homes virtually to aid oversight.

ASC5: Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services

GREEN



Technical Notes:

Target set at 82% (dotted line)

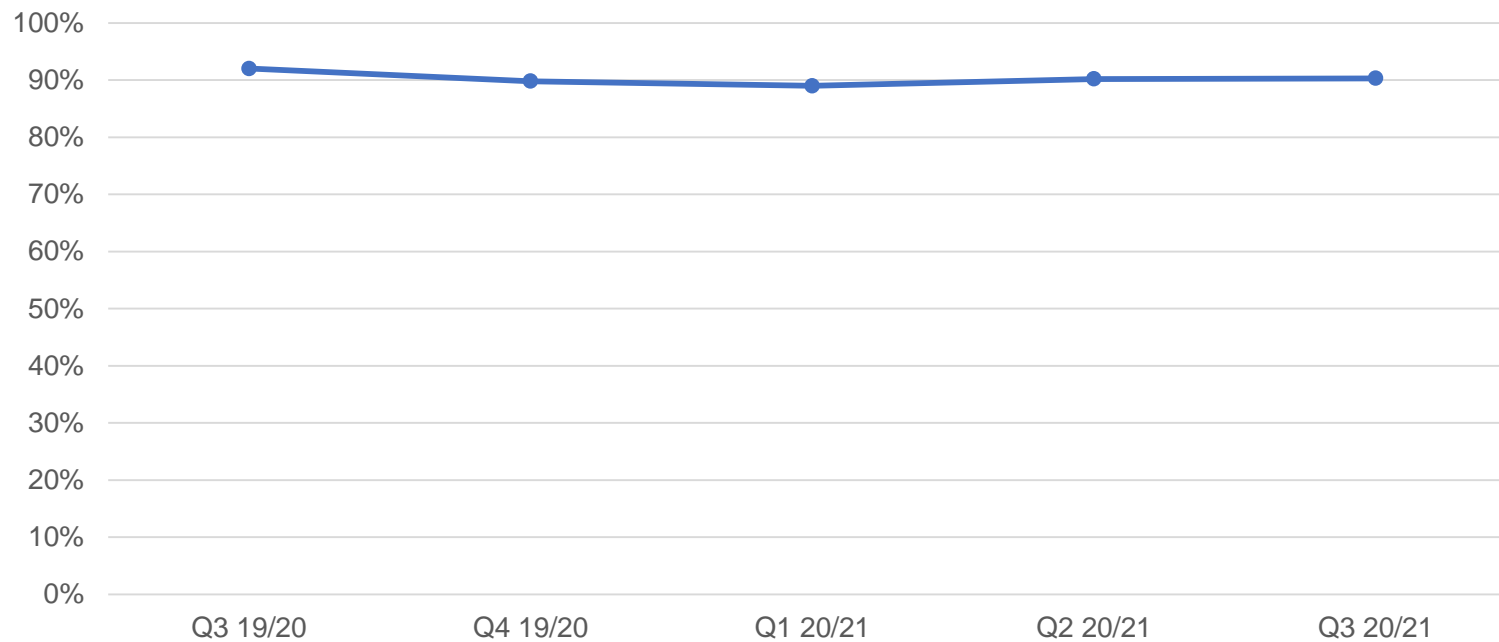
KPI runs a quarter in arrears to account for the 91 day time frame.

The direction of travel is not significant.

Commentary:

The number of older people being discharged from hospital into reablement / rehabilitation services increased into Q2 20/21 with 6% more people compared to Q1 20/21; the number of people remaining at home also increased with 779 people still at home after 91 days.

ASC6: % of safeguarding enquiries where a risk was identified and the risk was either removed or reduced



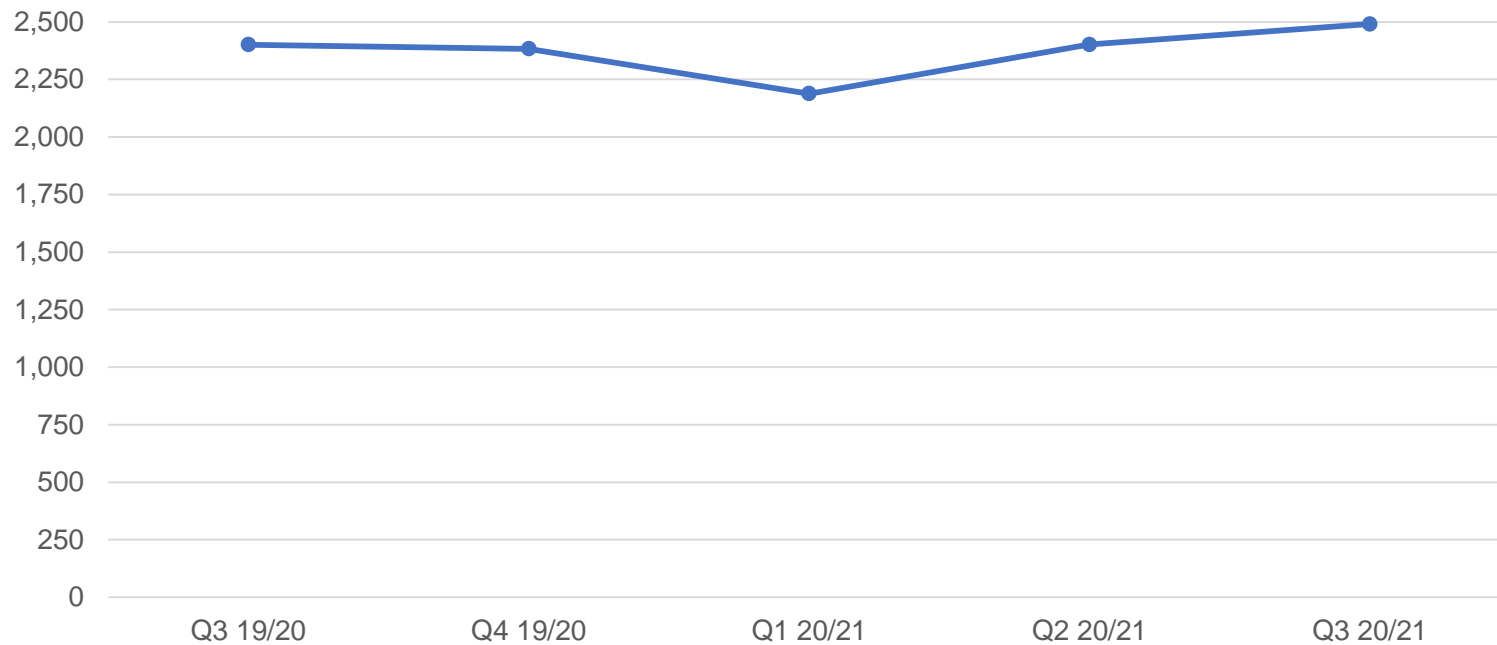
Technical Notes:

Activity measure, no specified target

Commentary:

The measure continues to deliver at high levels with 90% of safeguarding enquiries with a risk identified having had that risk removed or reduced in Q3 20/21.

ASC7: Number of carers



Technical Notes:

Activity measure,
no specified target

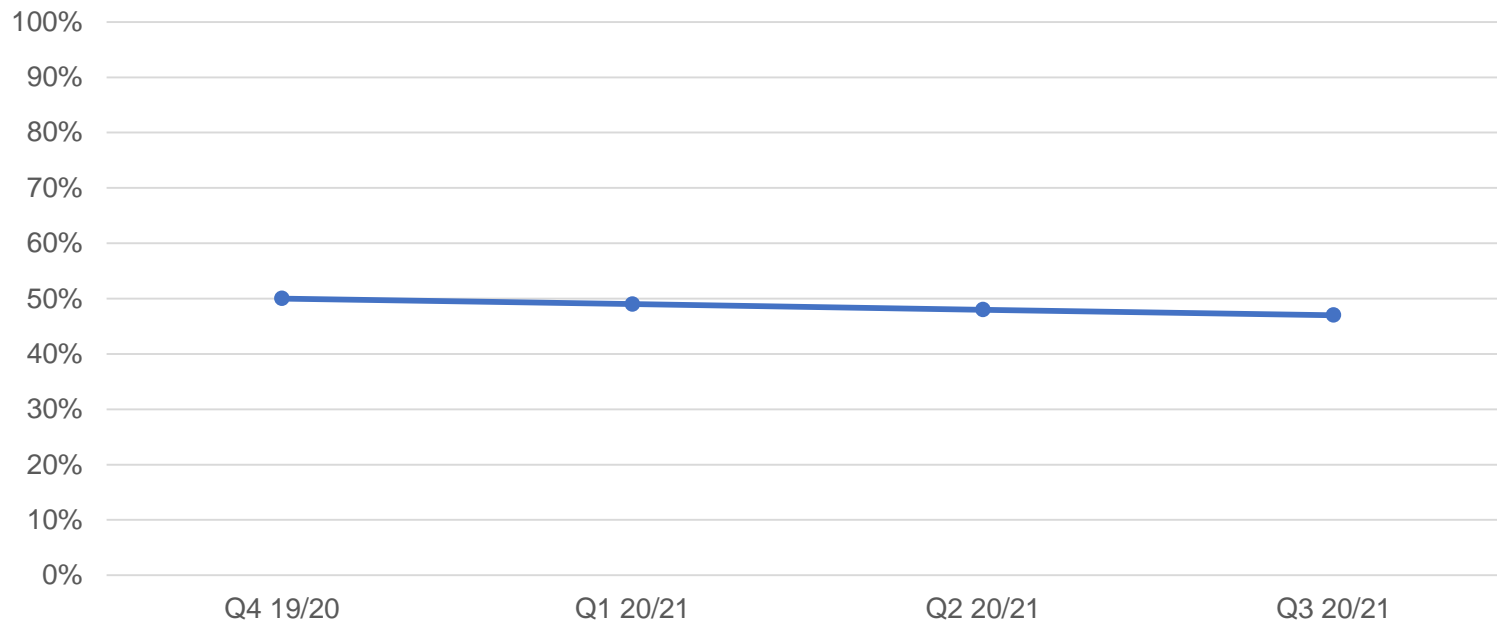
Carers with an
open carer
relationship where
the cared for is in
receipt of service

Commentary:

Following a decrease in the number of carers recorded with KCC ASC in Q1 20/21, the numbers have returned to previous levels in Q2 20/21 and continuing on an upward trajectory in Q3 20/21.

Early indication is that the increasing Carer involvement is due to Covid-19 and it may be that more people are identifying themselves as carers as a result of changes to other support, for example, people who are not attending day services.

ASC8: % of carers who are receiving service, and who had an assessment or review during the year



Technical Notes:

Activity measure, no specified target

All Statutory assessments and reviews included.

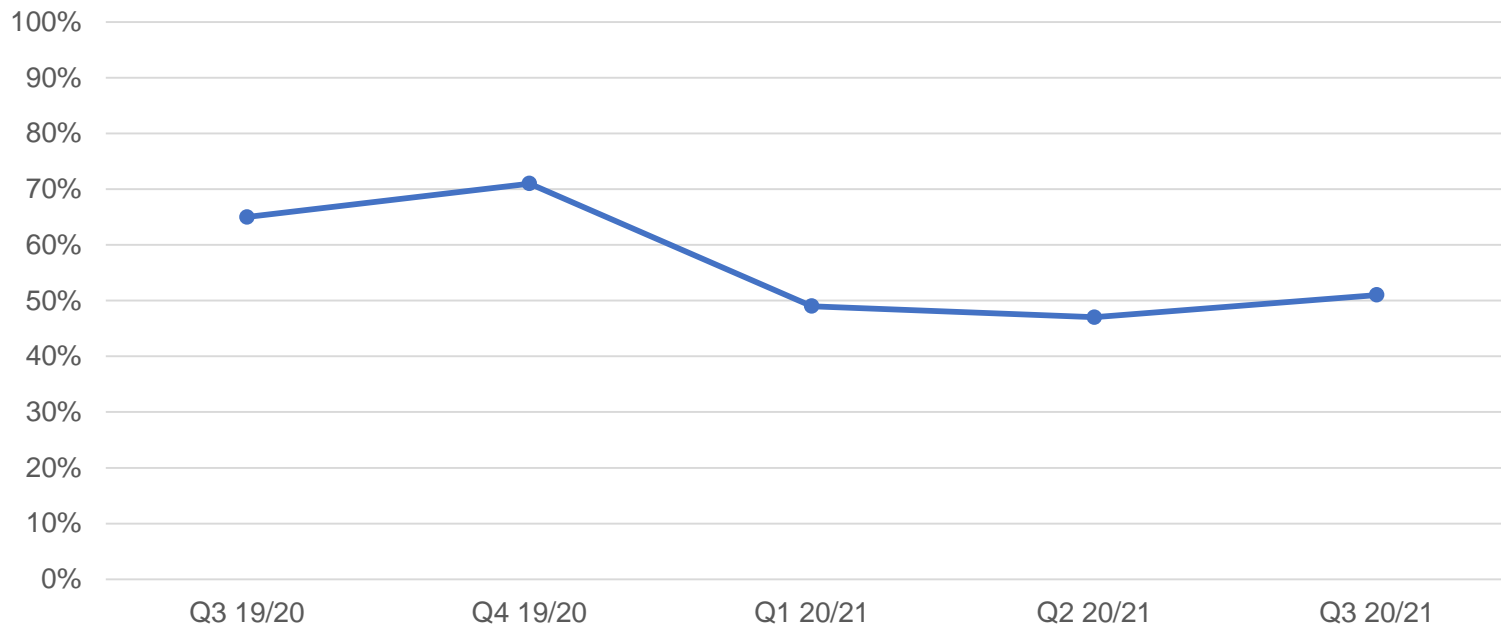
This measure looks at the reviews conducted within the previous 12 months.

Commentary:

47% of Carers receiving services with ASC have had either a review or assessment in the past 12 months.

KCC has delegated its responsibility for many Carer assessments and will be working with the contracted Providers to increase visibility of the services being delivering.

ASC9: Proportion of complaints upheld (upheld and partially upheld)



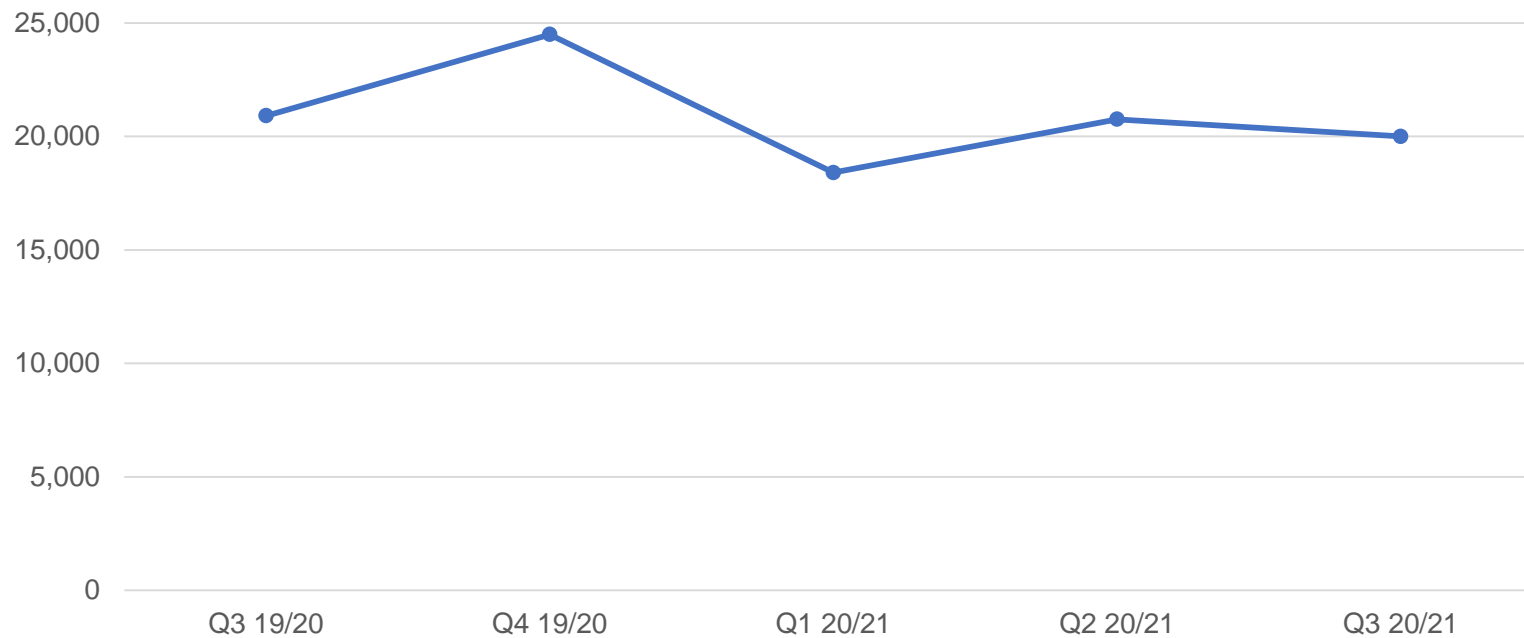
Technical Notes:

Activity measure,
no specified target

Commentary:

In Q3 20/21, 111 complaints were either fully or partially upheld, out of 216 complaints investigated.

ASC10: Number of people making contact with ASC



Technical Notes:

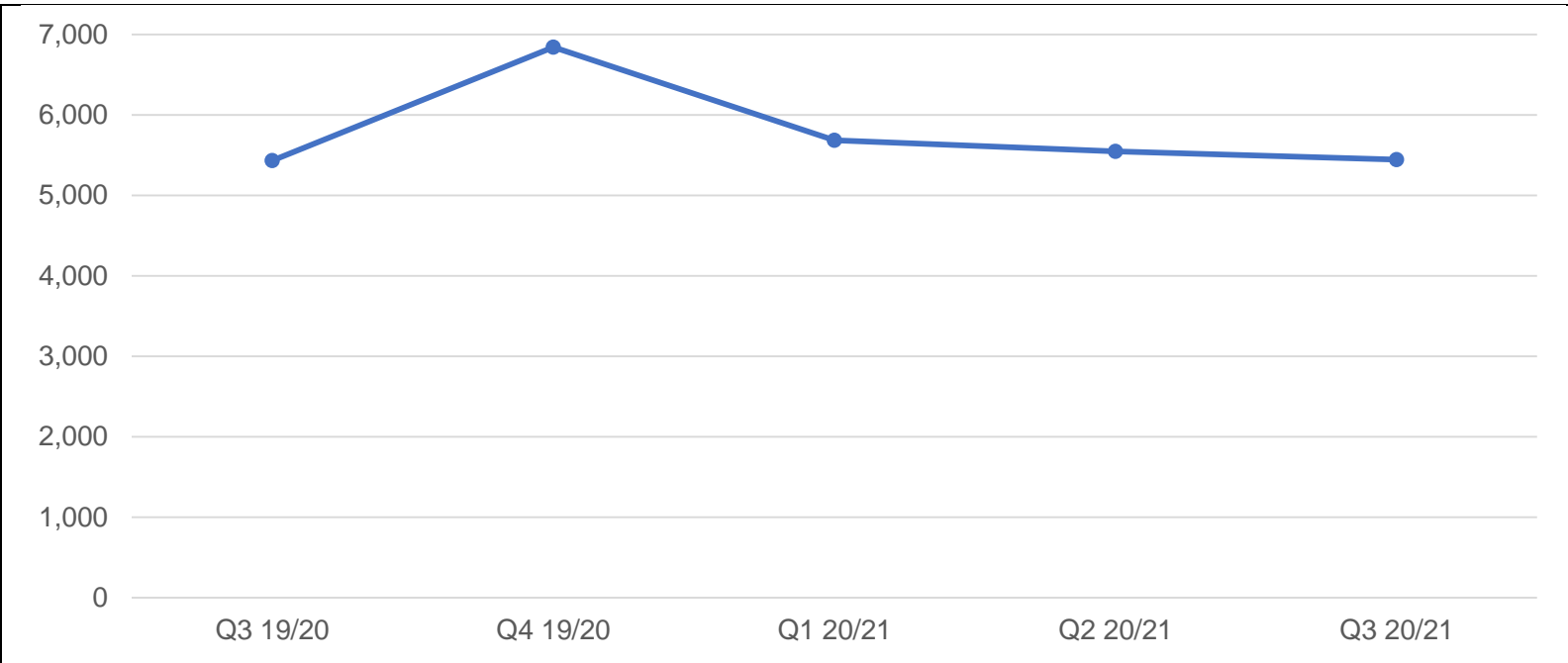
Activity measure,
no specified target

Includes all forms
of contact

Commentary:

Following a decrease in the number of people making contact with ASC during Q1, the number increased to over 20,000 in Q2 20/21 and just under 20,000 in Q3. This pattern of contacts correlates with activity experienced in most areas of ASC during the Covid-19 lockdowns.

ASC11: Number of assessments delivered (care needs assessments)



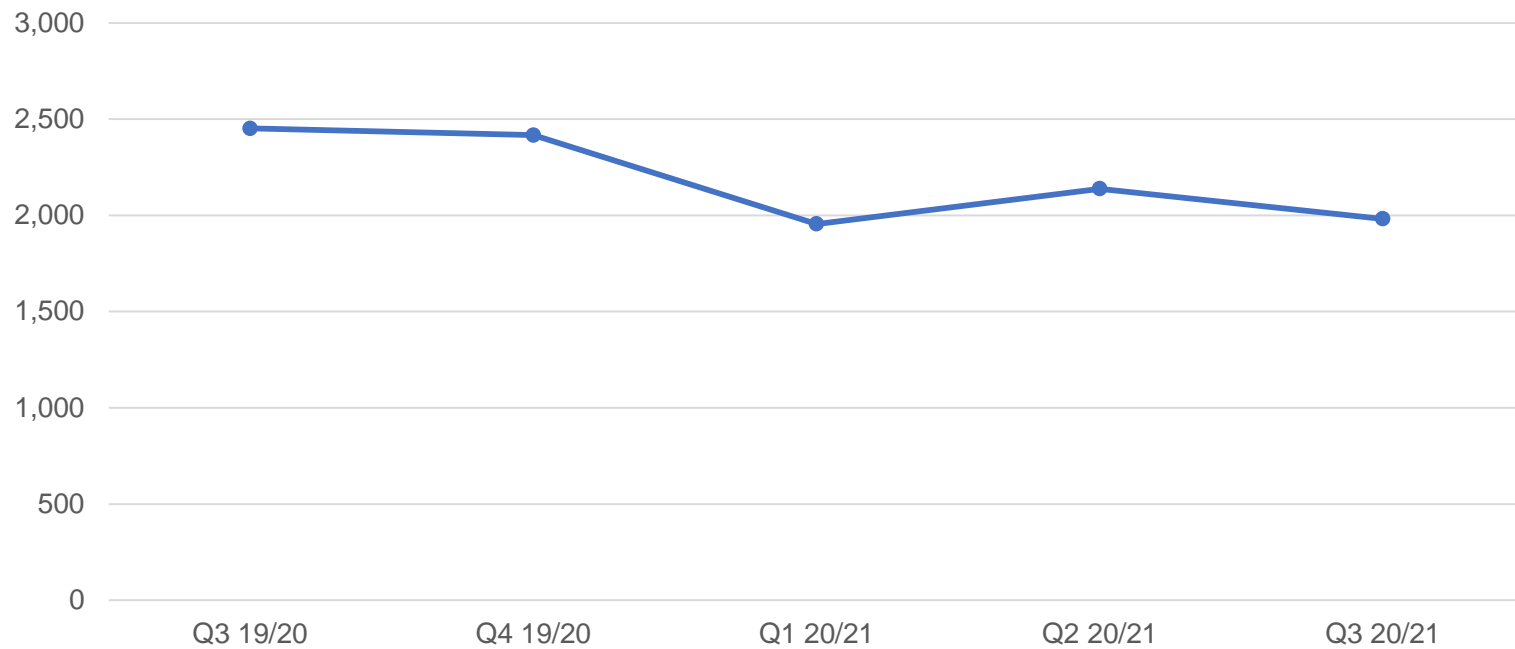
Technical Notes:

Activity measure,
no specified target

Commentary:

The number of care needs assessments delivered in Q3 20/21 was 5,444. The numbers of assessments delivered have remained fairly consistent across the Covid-19 pandemic.

ASC12: Number receiving enablement



Technical Notes:

Activity measure, no specified target

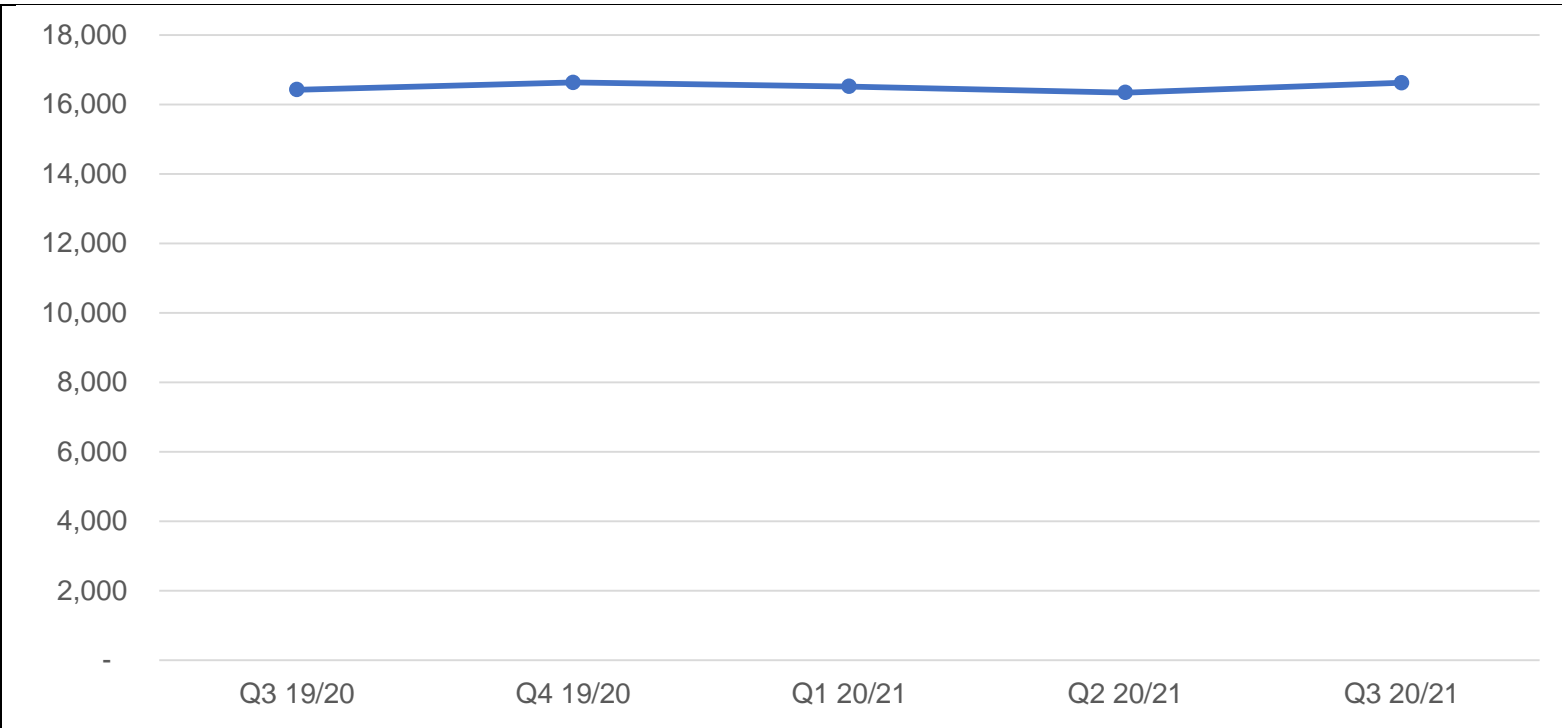
People receiving services with Kent Enablement at Home (KEaH)

Commentary:

The number of people receiving enablement services with the Kent Enablement at Home (KEaH) service decreased into Q1 as the Service and the NHS prepared for the first wave of Covid-19. During this initial period the number of clients decreased, although the average time spent with the clients increased.

The number of clients in Q2 and Q3 remains at lower levels compared to the same time period the previous year.

ASC13: Number receiving long term services



Technical Notes:

Activity measure, no specified target

Long term services are long term residential, long term Nursing, Homecare, Direct Payment, Shared Lives, Supported Living/SIS & Day Care

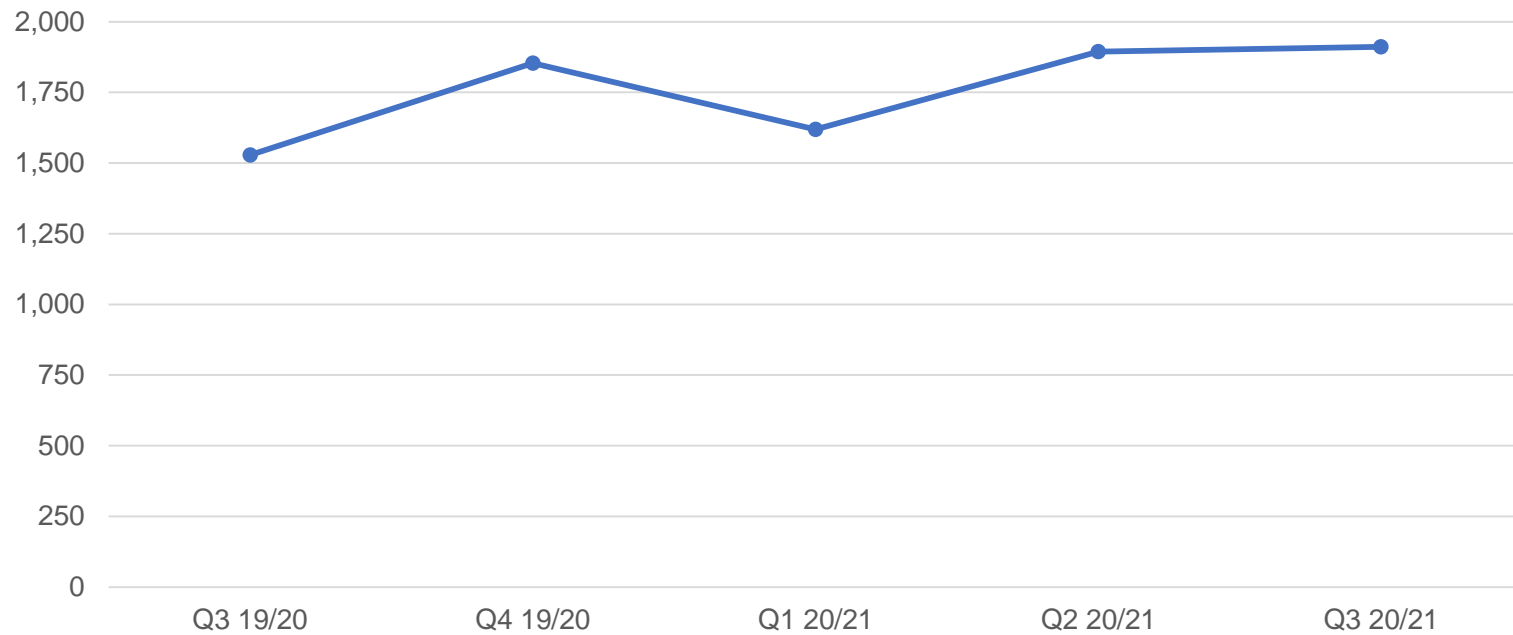
Previous quarters amended following updates to client services following the first wave of Covid lockdowns.

Commentary:

The number of people receiving long term services, continues to be above 16,000, however within the services the volumes have varied due to Covid-19. Whilst the numbers of people in residential and nursing services has fluctuated over the last 9 months, the numbers accessing community services has been increasing month on month.

When looking at the percentage split between Community and Residential services, the percentage of those accessing community services is increasing. This is thought to be related to concerns about contracting Covid-19 or being unable to visit people in care homes driving a preference for home care.

ASC14: Number of DoLS applications received



Technical Notes:

Activity measure, no specified target

Commentary:

Overall, the number of DoLS applications continues to increase and is on an upward trajectory. The number of applications received in Q3 20/21 is an increase of 20% on Q3 19/20. KCC received just over 1,900 applications in Q3 20/21.

The DoLS Team are seeing a significant number of referrals from the Acute/Hospital setting, these applications are urgent and as such require a 14 day window to turnaround, under legislation. To account for this increase, a separate pathway has been introduced to manage them.