

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
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To: Adult Social Care Cabinet Committee - 18 January 2022

Subject: Adult Social Care and Health Performance Q2 2021/22

Classification: Unrestricted

Previous Pathway of Paper: Adult Social Care and Health Directorate Management Team

Future Pathway of Paper: None

Electoral Division: All

Summary: This paper provides Adult Social Care Cabinet Committee with an oversight of Adult Social Care activity and performance during Q2 for 2021/22. Adult Social Care and Health continues to monitor, manage, and assess the long-term changes in demand and activity caused by the pandemic and the following easing of lockdown restrictions including the effect on the Care Market and ASCH Staff. Some of the significant changes seen during the pandemic, such as decreases in the provision of residential and nursing care appear to now be reversing although the significant increase in demand for homecare seen throughout the pandemic has continued to remain high in this quarter.

Four of Adult Social Care and Health's Key Performance Indicators were RAG rated Green having met their targets. These were the proportion of people in receipt of short-term services where the intention is to have no or lower levels of support, people with learning disabilities in settled accommodation, people in residential or nursing care rated good or outstanding by the Care Quality Commission and those still at home 91 days after a hospital discharge receiving an enablement service.

The fifth indicator is the proportion of people with a Direct Payment which is RAG rated Amber, having not met target but not fallen below the floor standard. Performance on this measure has remained stable over the last 12 months, and Adult Social Care and Health has a series of actions in place to increase the offer and take up of Direct Payments.

Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of services in Q2 2021/22.

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 (KPI) for Kent County Council's (KCC) Adult Social Care and Health (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 and where appropriate against agreed targets.

2. Overview of Performance

- 2.1 There are five targeted KPIs, one was RAG rated Amber, having not achieved the agreed target but still within the expected levels. Performance for this Direct Payment measure remains consistent over the last 12 months. Four were RAG rated Green, having met and exceeded the target.
- 2.2 ASCH continues to monitor and manage the changes in demand and activity caused by the pandemic and the following previous easements of lockdown restrictions. Some of the significant changes seen during the pandemic, such as decreases in the provision of residential and nursing care, have now shown signs of change although the significant increase in demand for homecare seen throughout the pandemic has continued to remain high in this quarter.
- 2.3 There were waves of higher demand for short-term services during the Pandemic, particularly when hospitals discharged patients in order to increase capacity in preparation for anticipated increases in demand for beds. Although Quarter 2 has seen a decrease in demand for short term services, it is anticipated this will increase with the onset of winter pressures. ASCH are working closely with the NHS, Clinical Commissioning Group (CCG) and Providers to ensure plans are in place to deal with the increase with a system-wide response.
- 2.4 A key area that has seen significant growth is demand for mental health support. The increase accelerated during the pandemic and continues to grow with over 1,200 people receiving support in Quarter 2, the majority being supported through Supporting Independence Services and Supported Living. Not only has the number of people requiring assistance increased, but so has the amount of support per week required: on average 25.4 hours per week were provided compared with 18.4 for the same period last year
- 2.5 Work continues to be undertaken to increase the number of carers who are receiving a service but have not had a review in the last 12 months. This includes our commissioned carers organisations receiving refresher training on delivering and recording reviews while a programme of work to undertake reviews across our services is being implemented which will see the number of reviews undertaken increase. A new Carers Strategy will be consulted on and work on the National Carers Survey will be used to inform the strategy as well

as other work using feedback provided by Carers on their experiences over the last 12 months.

3. Adult Social Care and Health Key Performance Indicators

- 3.1 The number of people in receipt of short-term services, such as short-term beds and enablement services, where the intention is to help people remain independent, decreased in Quarter 2. However, a similar reduction in people using the service occurred during the same quarter last year. Over 1,200 people received these services and of these, over 800 people left this service either needing a lower level of support than they received initially or needing no further support from ASCH. Where people did need more or ongoing support, 88% received this via community services.
- 3.2 The proportion of people in receipt of a Direct Payment stayed consistent into Quarter 2 at 24%. National benchmarking information for 2020/21 (which includes direct payment usage by younger adults aged 18-24) shows that Kent is ranked 59th out of 150 nationally at 28.0% compared with the National average of 26.6%.
- 3.3 The proportion of people with learning disabilities who live in their own home or with family remains above the target of 77% at 82%. In 2020/21 the national average was 78.3% and for the South East it was 75.6%.
- 3.4 During Quarter 2, there was an increase in the proportion of people placed by ASCH in CQC Rated Good or Outstanding residential or nursing homes; there was a particular decrease in the proportion of those in homes rated "Requires Improvement" which decreased from 19% to 15%.
- 3.5 The 89% of older people (those aged 65+) who accessed a reablement/ rehabilitation service following a hospital discharge were still at home 91 days later. ASCH continues to work closely with NHS and CCG colleagues to ensure pathways are clear and effective for people moving across different types of service provision. Kent was in a strong position on this measure in 2020/21 being ranked 34th of 150 nationally, and being higher than both the South East region and National averages.

5. Conclusion

- 5.1 The present environment and the fast pace of changes means that predicting and planning for activity in the longer term is extremely difficult. Pressures on NHS, lockdowns and easements have all had a significant impact on social care activity and the services KCC provide and commission. At the time this report was written, the rapid rise in Covid cases as a result of the Omicron variant mean that a further impact on social care is likely. KCC's Adult Social Care and Health Services continue to work closely with NHS partners to ensure pathways between Health and Social Care remain effective as possible and that capacity can be flexed as much as possible in order to meet demand as and when it occurs.

6. Recommendation

6.1 Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of services in Q2 2021/22.

7. Background Documents

None

8. Report Author

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