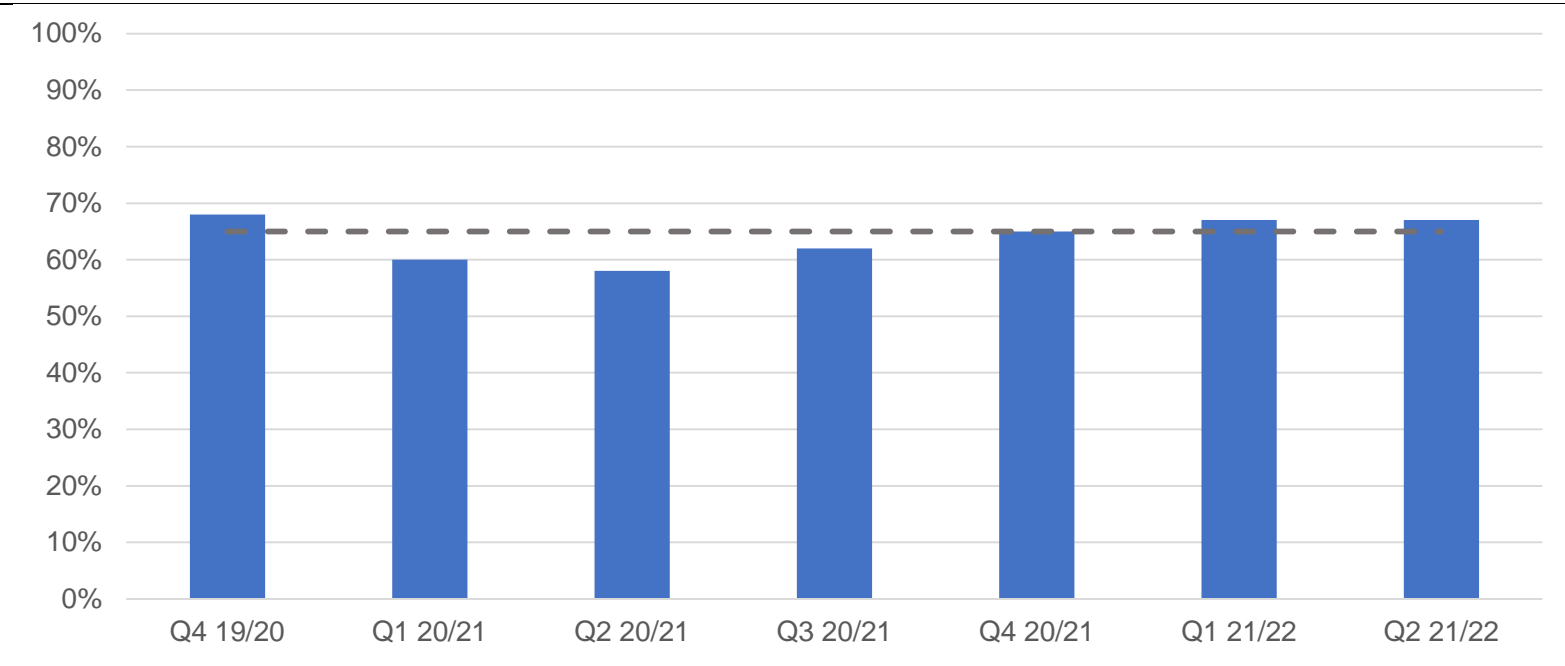


Adult Social Care KPI & Activity Performance 2021/22

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

GREEN



Technical Notes:

Target set at 65% (dotted line)

Short term services include Short Term Beds and Enablement services.

The Direction of Travel is significant.

Commentary:

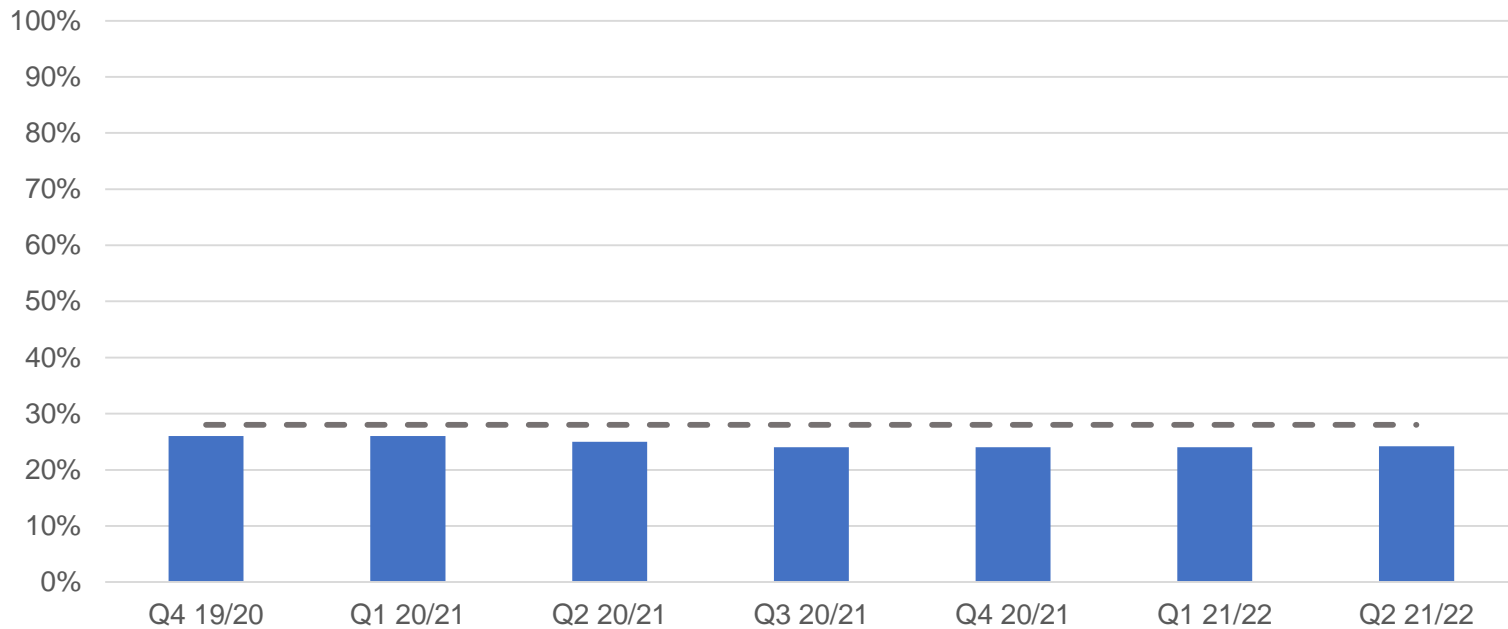
The proportion of people needing either no support or support at a lower level having received Short Term Services has remained at 67% in Q2 21/22.

1,245 people accessed Short Term Services during this quarter, a decrease of those in Q1 which was 1,429, However, a similar reduction in people using the service occurred during the same quarter last year. 831 people did not need further support or needed support at a lower level.

Of the people who did need further support at a higher level, 88% went on to receive this with ASCH Community services, with the remaining 12% receiving Long Term Residential or Nursing support.

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.

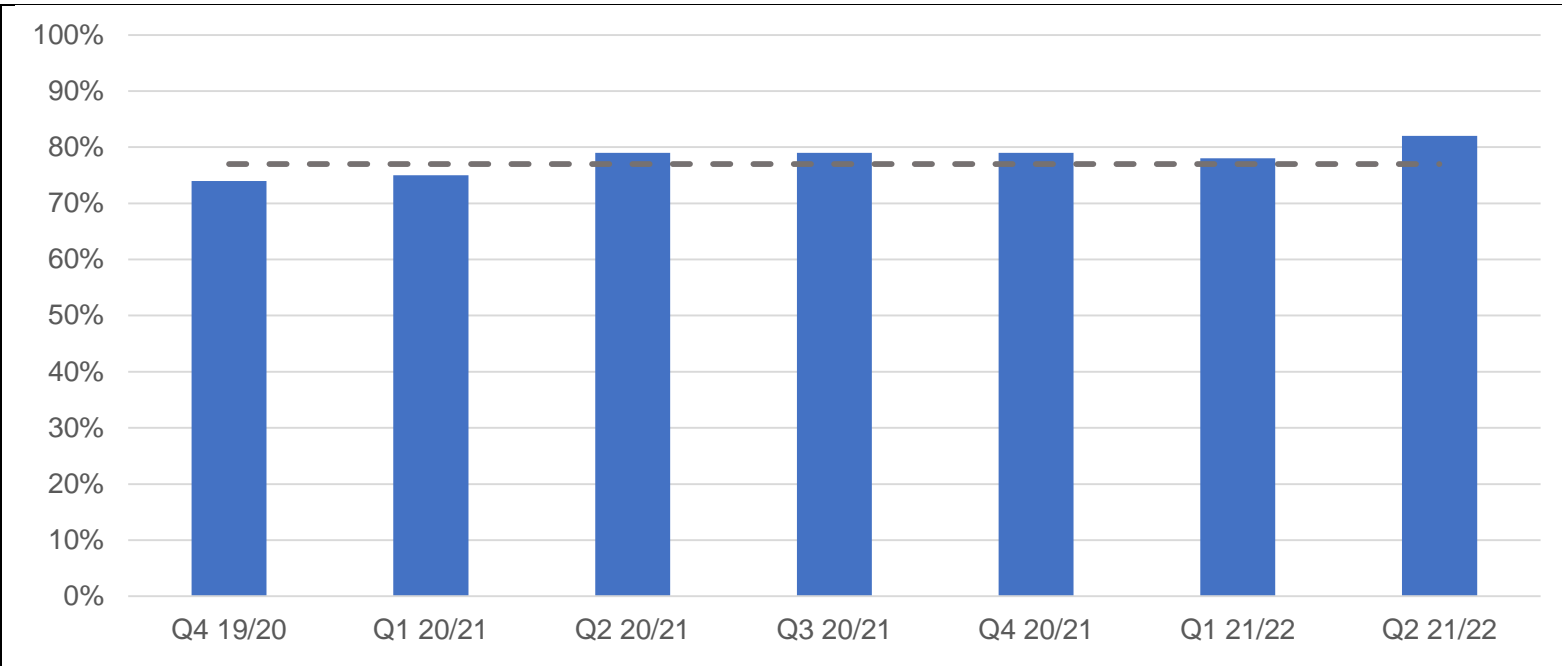
Overall the downward Direction of Travel is significant.

Commentary:

The proportion of people in receipt of a Direct Payment remained consistent from Q1 to Q2. There is a review being planned in ASCH to simplify the Direct Payment process with the intention to increase the numbers accessing it.

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.

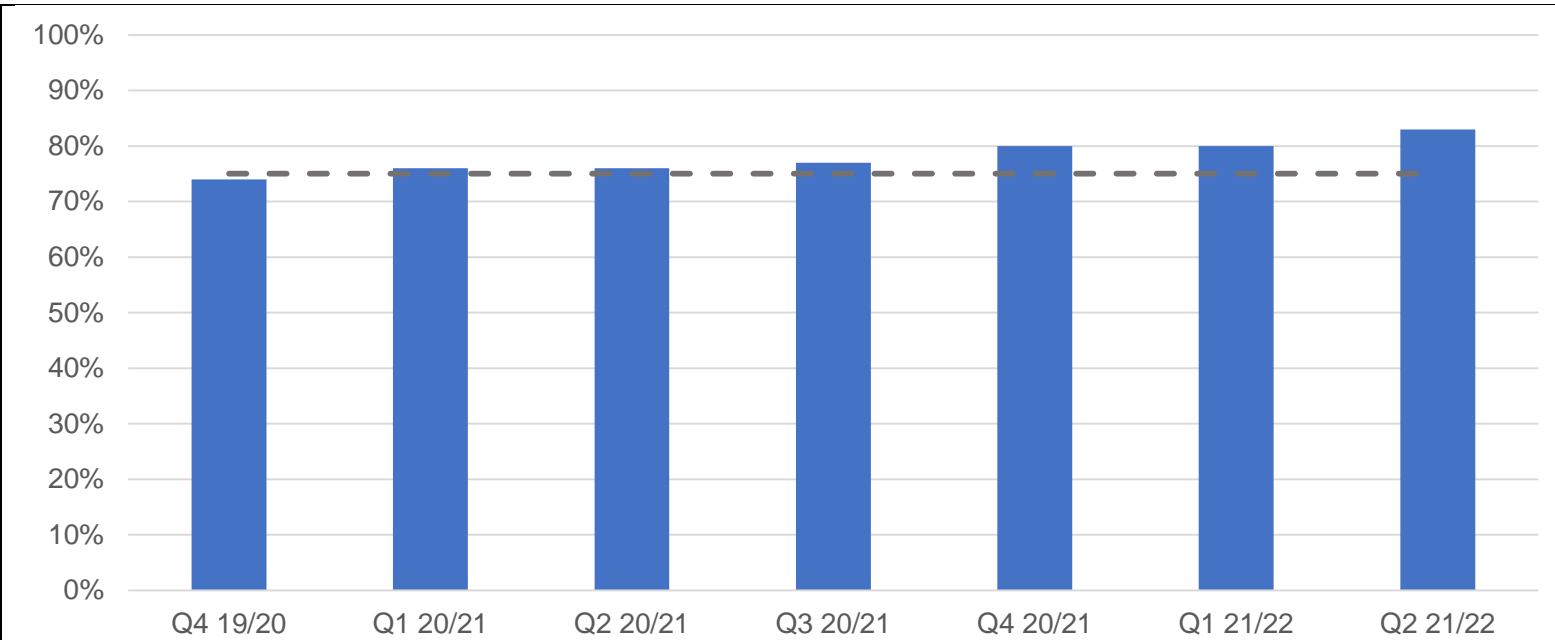
Commentary:

The proportion of people with learning disabilities in settled accommodation increased to 82% in Q2.

The outcome of all care needs assessments will be focussed upon the provision of person-centred outcomes and we actively support and enable adults with a learning disability to remain in their own home or with their family, as opposed to hospital or residential care.

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 significant.

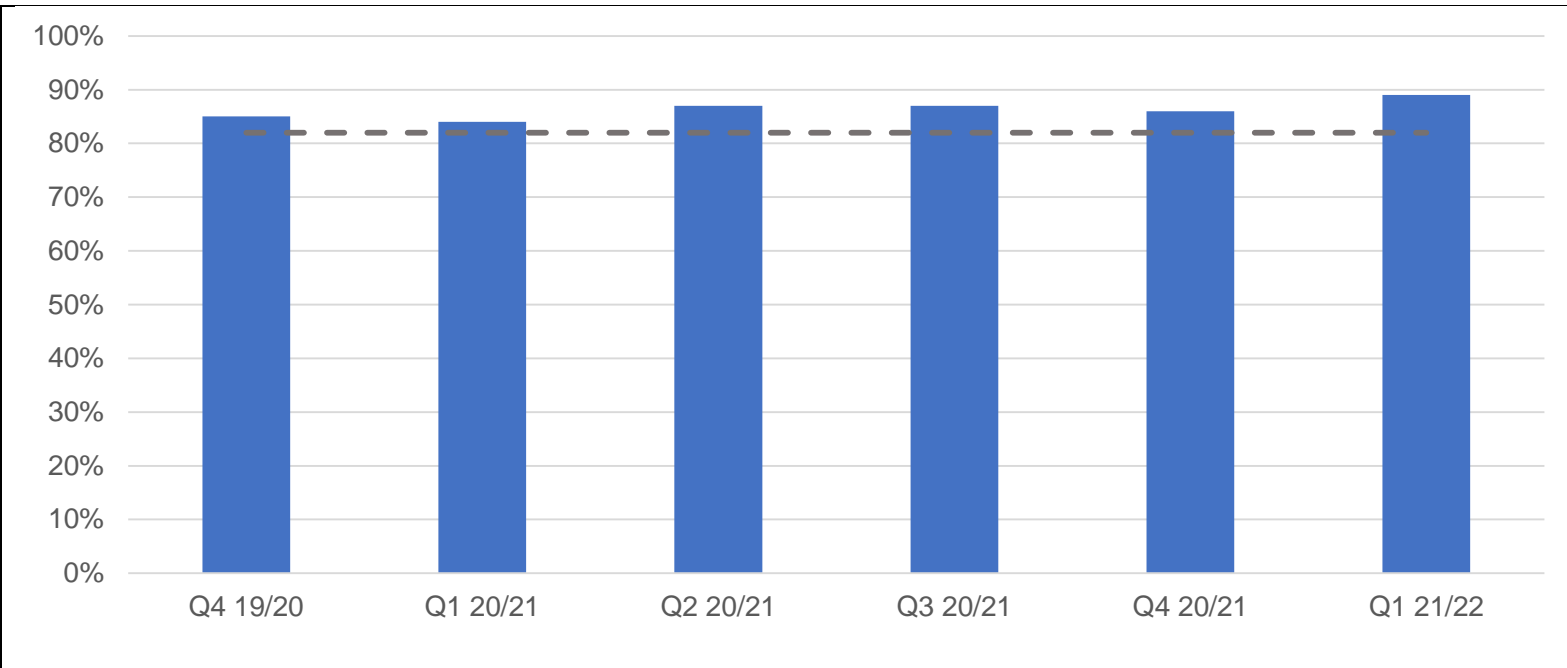
Commentary:

There was an increase in the numbers of people in short term or long term residential/nursing services in Q2, and with this there were increases in those in Good homes from the previous quarter, from 79% to 81%. The number and proportion of people in a home rated as Requires Improvement decreased in Q2.

KCC continues to work closely with the CQC and providers to improve the levels of quality in the care home market. The impact of the pandemic had tapered significantly across the care home market and providers had starting to return to business as usual, as much as possible. Face to face visits to homes with concerns have resumed but on a strict risk assessed basis.

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.

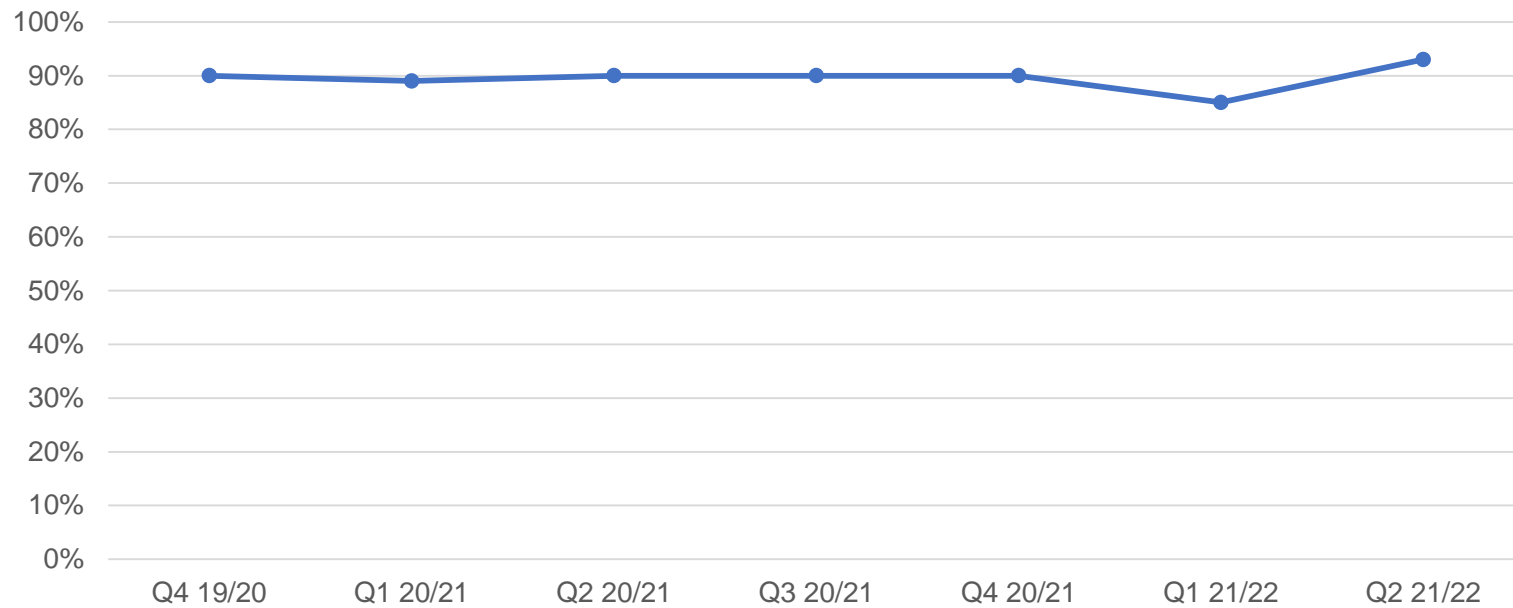
The direction of travel is not significant.

Commentary:

894 older people had remained at home 91 days after a discharge from hospital into an enablement service in Q1 21/22 (measure runs a quarter in arrears due to the 91 days)

Performance on this measure remains above the target of 82%.

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



Technical Notes:

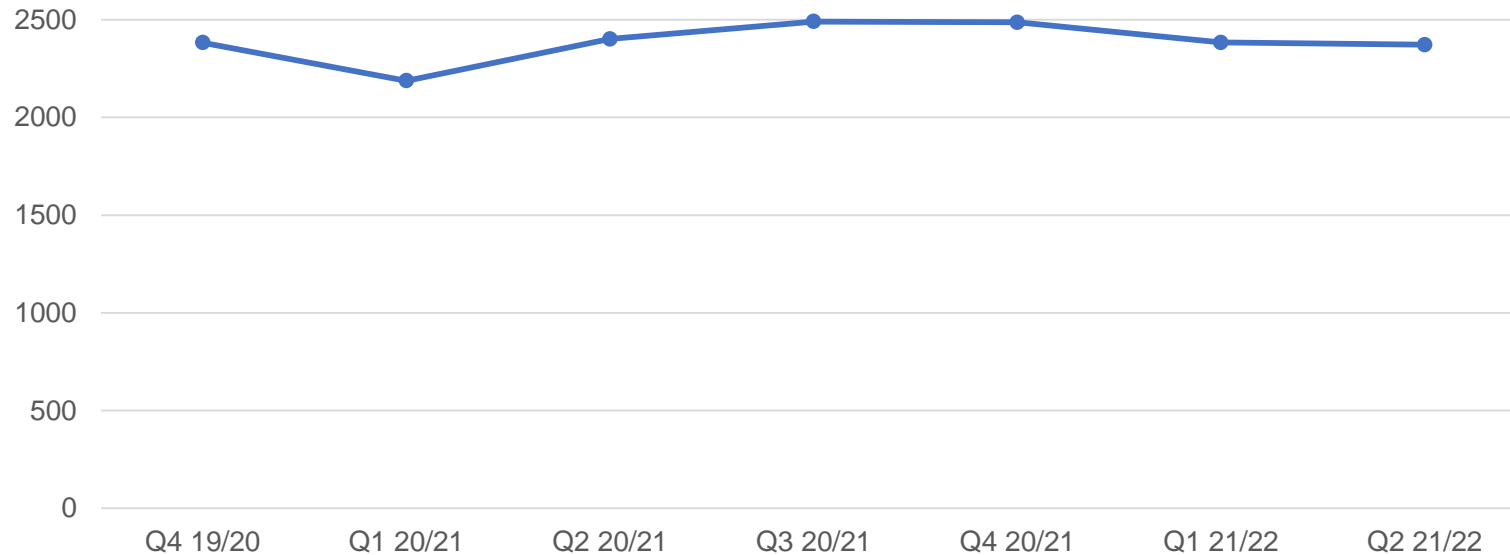
Activity measure, no specified target

Commentary:

ASCH continue to work with vulnerable people to ensure that if the risk remains it is done so with the individual's knowledge and consent.

ASCH is undertaking a review of safeguarding practices to ensure they remain as effective as possible, identified and agreed actions are being implemented.

ASC7: Number of Carers



Technical Notes:

Activity measure, no specified target.

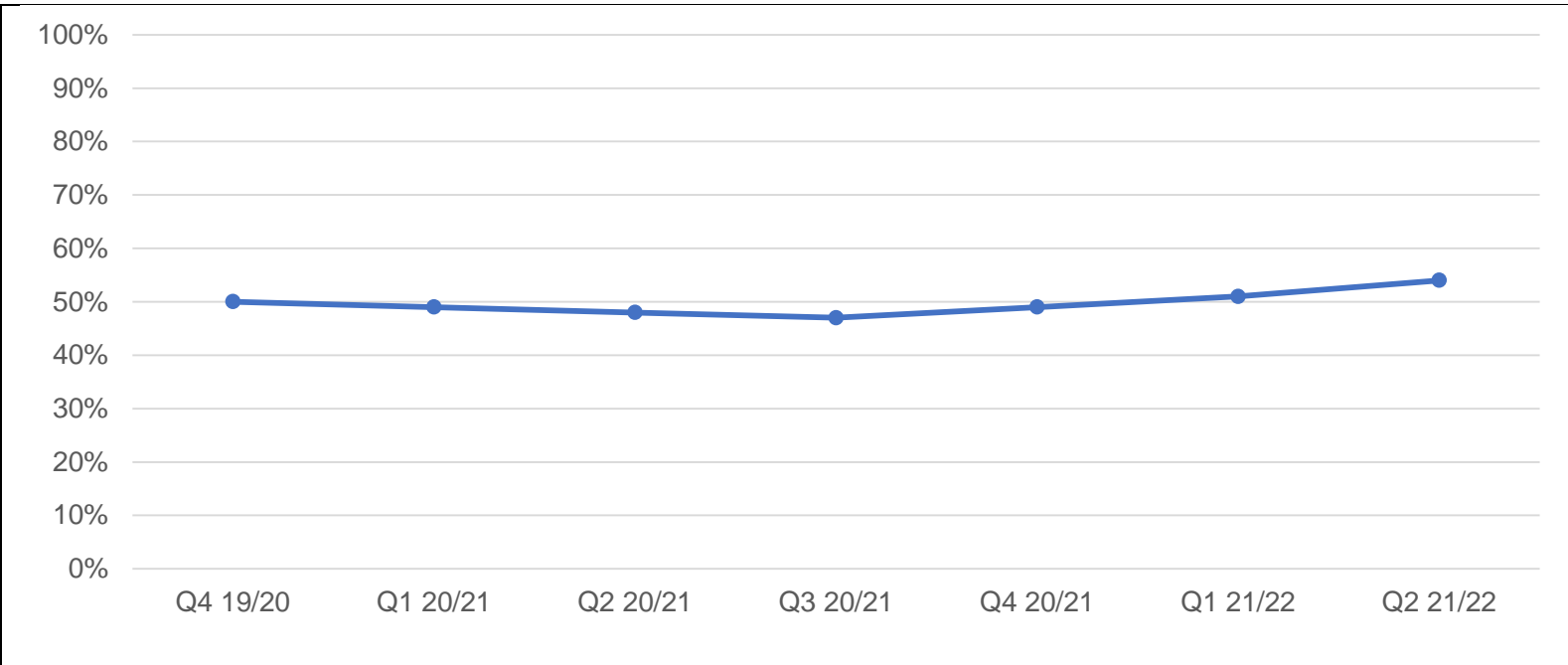
Carers with an open carer relationship where the cared for is in receipt of service.

Commentary:

Carers are supported by a combination of delegated activity through a carer's organisation or direct support from KCC. Support continued throughout the reporting period, sometimes remotely as appropriate. Carer organisations are required to reach out and identify Carers as part of contracting arrangements.

A review of the Kent Carers Strategy, which details how Carer's Support is provided, is underway and due to be concluded in early 2022. ASCH are keen to ensure there is a wide range of options available for unpaid carers and to make sure that they are supported. The deadline for responses to the National Carers survey has passed and analysis of the responses is underway, initial findings will help inform the Carers Strategy.

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



Technical Notes:

Activity measure, no specified target

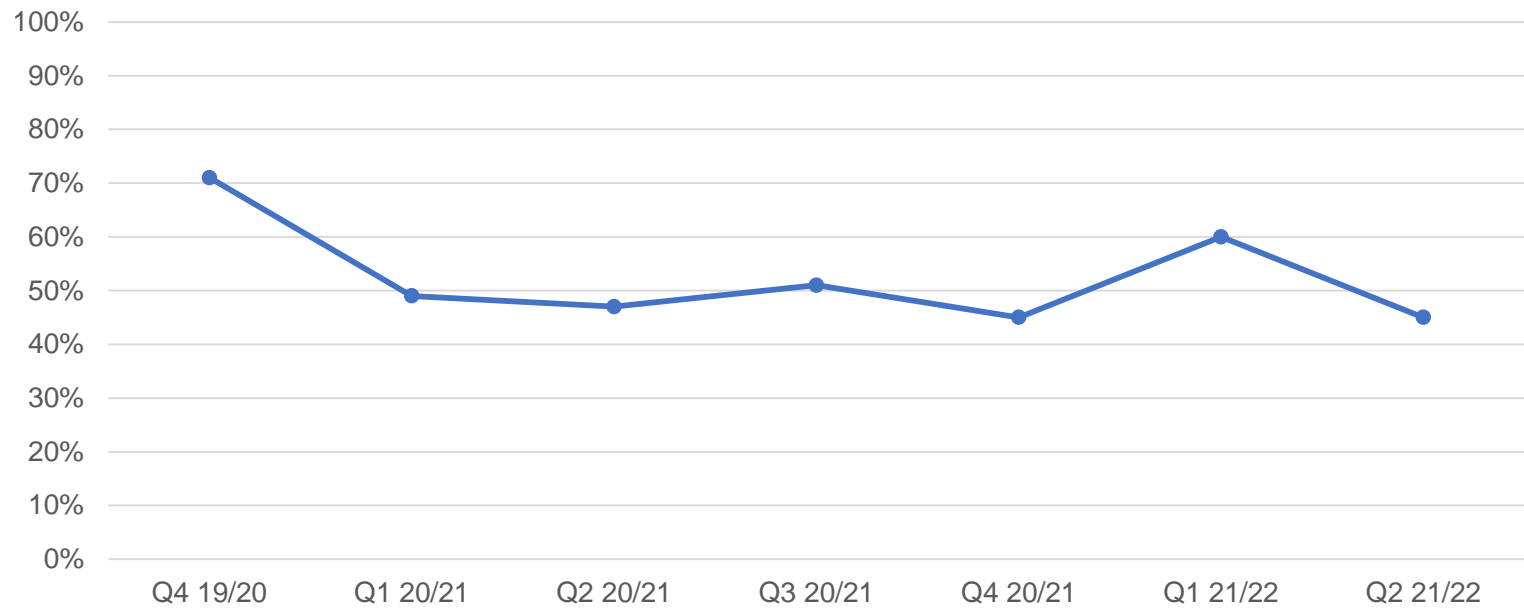
All Statutory assessments and reviews included.

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

Commentary:

The proportion of carers with either a review or assessment in the last 12 months continues to steadily increase and is now at 54%. Training provided to the commissioned Carer's Organisations on updating Mosaic will continue to ensure all assessments and reviews are recorded appropriately will continue.

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



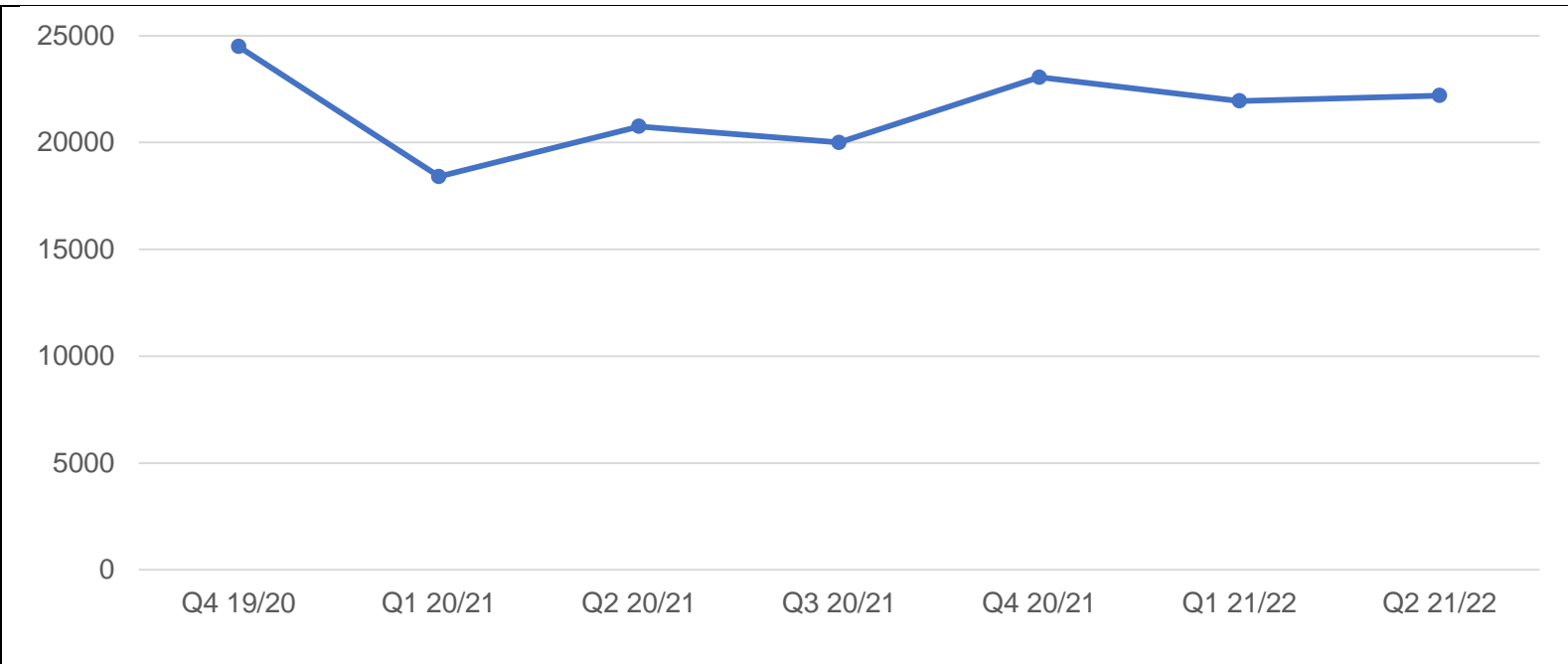
Technical Notes:

Activity measure,
no specified target

Commentary:

In Q2 there was an increase in the number of complaints resolved upon receipt, and of the 202 closed complaints 62 were not upheld. The proportion of complaints partially or totally upheld reduced to 45% from 60% from the previous quarter.

ASC10: Number of people making contact with ASC



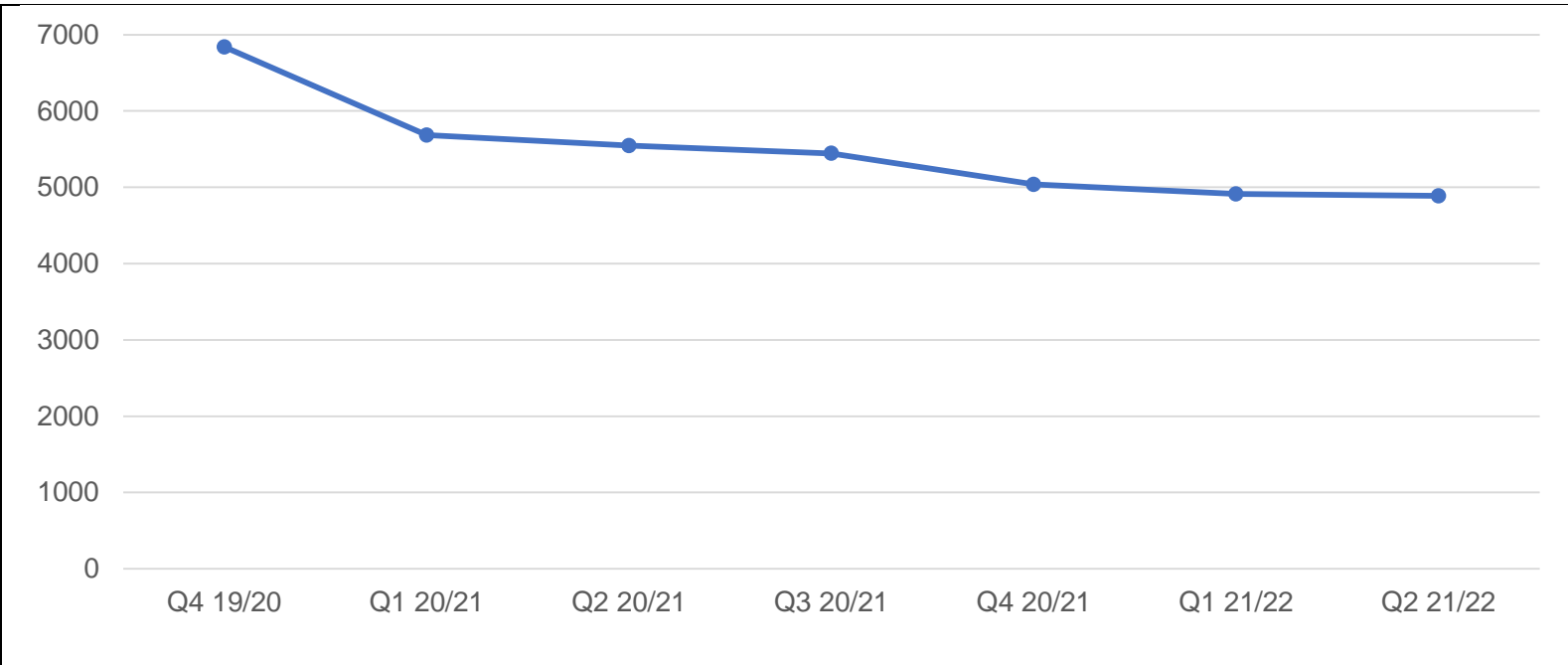
Technical Notes:
Activity measure, no specified target
Includes all forms of contact

Commentary:

The number of people making contact with ASCH has increased slightly from the previous quarter although activity remains relatively consistent over the last 2 quarters.

The number of people contacting the Area Referral Management Service has continued to increase and in Q2 21/22 over 9,300 people had been in contact with the service, the largest number experienced since reporting on Mosaic began, and a 7% increase on the previous quarter.

ASC11: Number of assessments delivered (care needs assessments)



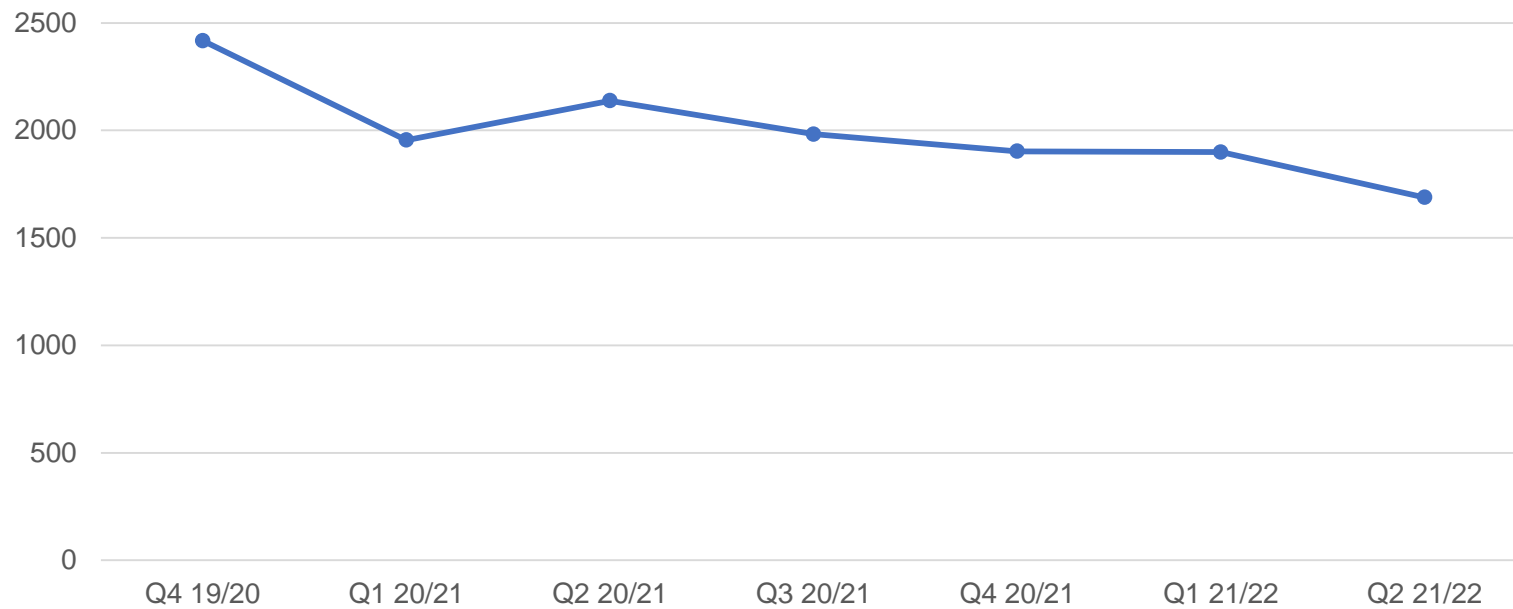
Technical Notes:

Activity measure,
no specified target

Commentary:

The number of Care Needs Assessments completed within the quarter has continued to decrease. Since the move to reporting from Mosaic in October 2019, 90% of Care Needs Assessments are completed within 29 days.

ASC12: Number receiving enablement



Technical Notes:

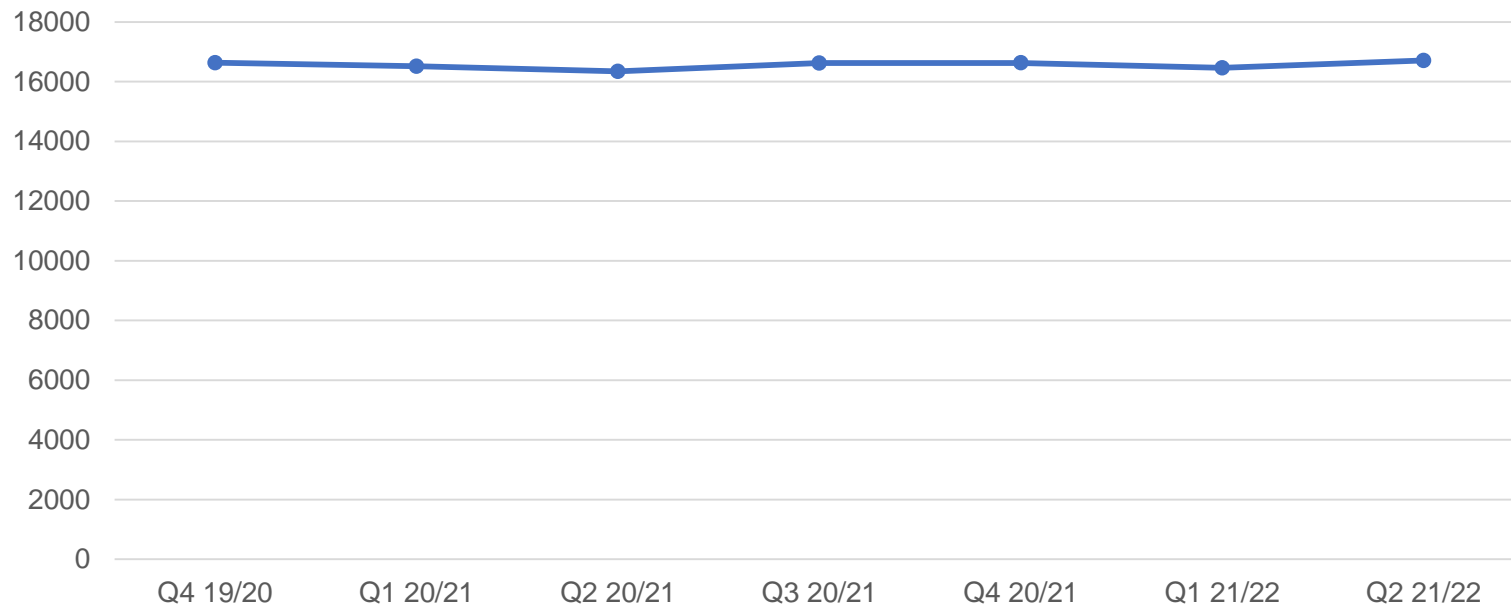
Activity measure, no specified target

People receiving services with Kent Enablement at Home (KEaH)

Commentary:

Fewer people have been receiving Kent Enablement at Home support (KEaH), but capacity of the KEaH teams is being fully utilised. KEaH continue to demonstrate good outcomes with reductions in the level of ongoing needs by an average of 74%. KEaH is reshaping how they work to manage pressures within market capacity, and to ensure discharge from hospitals are as beneficial as possible for patients.

ASC13: Number receiving long term services



Technical Notes:

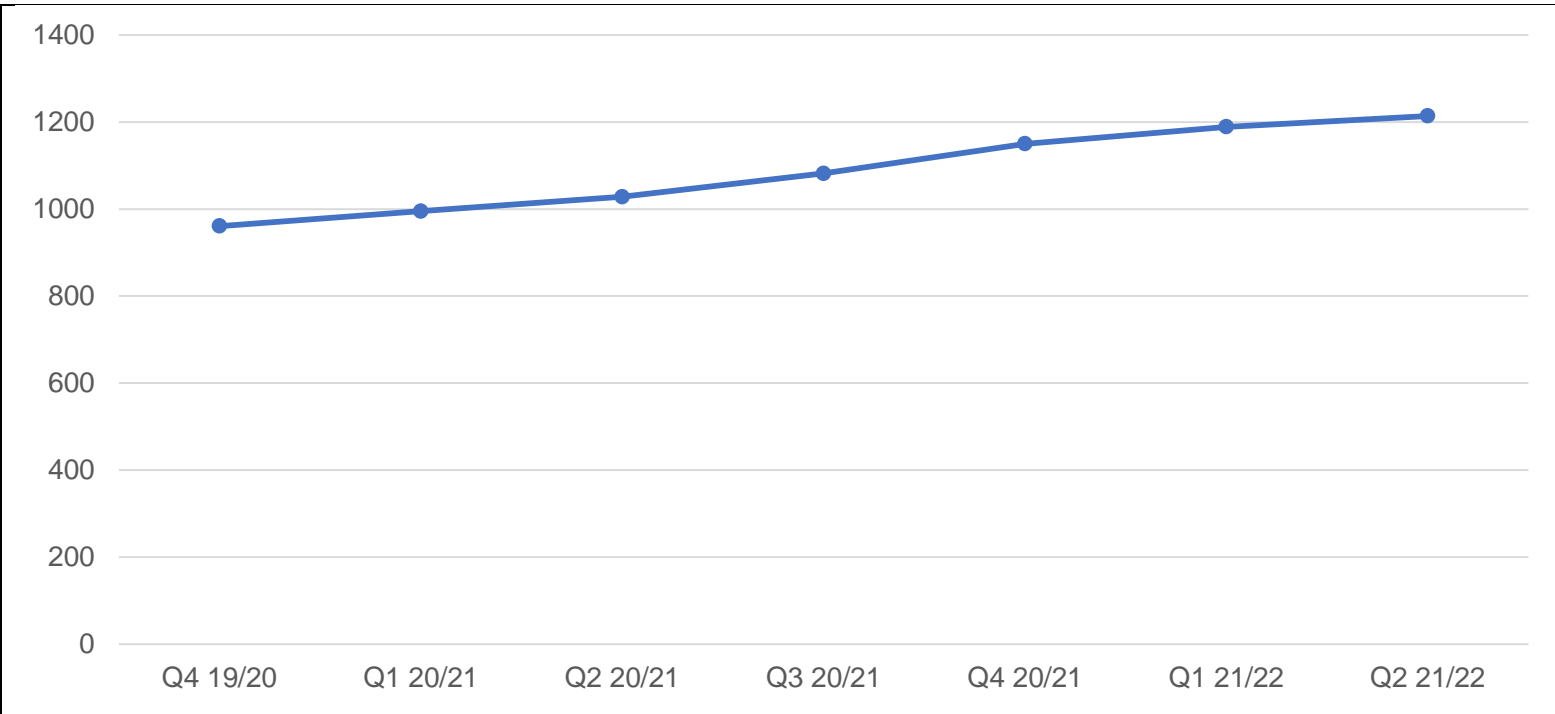
Activity measure, no specified target

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

Commentary:

There was an increase in Q2 of the number of people receiving long term services, with an increase in the numbers of people having long term residential or nursing. Homecare numbers showed a decrease although number of people in supported living continued to increase.

ASC15: The number of people accessing ASCH Services who have a Mental Health need



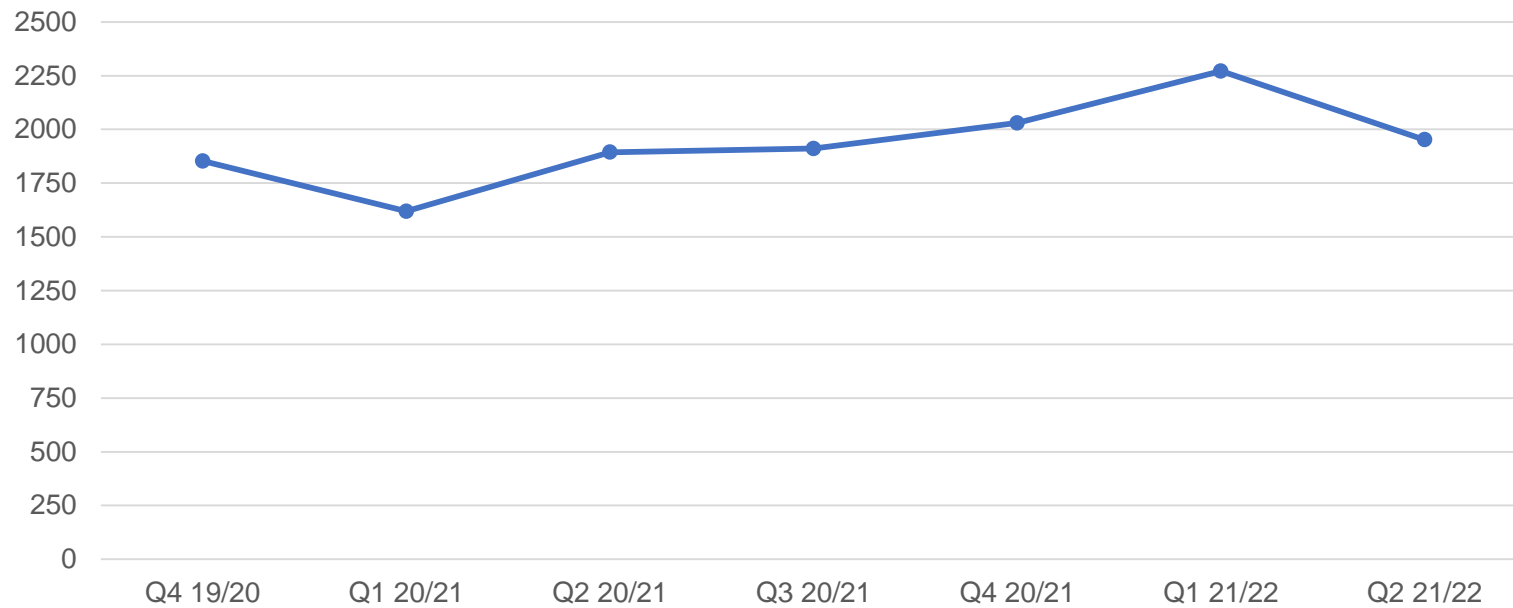
Technical Notes:

Activity measure,
no specified target

Commentary:

The numbers of people accessing ASCH Services who had a Mental Health need continues to increase, and there have been more people accessing SIS / Supported Living. Although much smaller in volume when compared to the numbers in SIS/Supported Living, there have been increases in those accessing long term Residential.

ASC14: Number of DoLS applications received



Technical Notes:

Activity measure,
no specified target

Commentary:

This decrease in the number of DoLS applications received in Q2 21/22 is due to the time of year with staff on leave from July to September, along with people taking leave for caring responsibilities. Even with the lower number of applications in Q2 compared to the 2 previous quarters, it remains at a higher volume compared to earlier quarters.