

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health

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To: Adult Social Care Cabinet Committee - 31 March 2022

Subject: Adult Social Care and Health Performance Q3 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 the Adult Social Care Cabinet Committee with an oversight of Adult Social Care activity and performance during Q3 for 2021/22. In Quarter 3 there were decreases in contacts and short-term enablement services, specifically in December which is an annual trend. However, there continued to be increases in the number of people with a mental health need receiving support from Adult Social Care and Health, and also people identifying themselves as carers.

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 ongoing support 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, with new starts being outweighed by the volume of people in other community-based services. Adult Social Care and Health has a series of actions in place, both with the people we support and with colleagues to increase the offer and take up of Direct Payments as a key part of Making a Difference Every day.

Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of services in Q3 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 Of the five targeted KPIs, the proportion of people with a direct payment continues to be RAG rated Amber having not achieved the agreed target but remaining within expected levels. This measure continues to show 24% each quarter with any increases in the number of people starting a new direct payment outweighed by those starting other community services, such as homecare.
- 2.2 ASCH is working to increase the use of direct payments, which are an important delivery mechanism to ensuring people have choice over their support and maintain their independence, key to Making a Difference Everyday. Initiatives to increase their use include exploring new technology such as a Personal Assistant (PA) finder system to support Personal Assistant recruitment and delivering training to staff to ensure they are fully aware of the benefits and opportunities that direct payments can bring to an individual.
- 2.3 Quarter 3, and specifically December, saw decreases in demand and activity around the number of contacts and those needing short term services; this is an expected trend reflected in previous years and it is anticipated activity will return to previous levels in Quarter 4 with the onset of winter pressures predominately occurring in January. ASCH is 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 and ensure people are on the support pathways that offer the best course of action for them at that time.
- 2.4 A small decrease of 2% occurred in the number of people accessing enablement services where the intention was for decreased or no ongoing support in Quarter 3, and although nearly 800 people (65%) received these services and did not need ongoing or support at a higher level, it was a lower percentage compared to previous quarters.
- 2.5 Where people did need ongoing or more support, 88% received community-based support such as Care and Support in the Home, with the remaining 12% requiring long term support in residential or nursing homes.
- 2.6 The other KPI that also saw a decrease in demand was the number of older people who were discharged into enablement services from hospital. This

indicator is reported a quarter in arrears and although the number of people entering the service decreased, performance remained above target at 87%.

- 2.7 The indicator related to the proportion of clients in residential or nursing care rated as Good or Outstanding remains at 83%.
- 2.8 KCC Commissioners and the Care Home Support Team continue to improve the quality of these services by working with providers, giving advice and support, and ensuring action plans are in place that respond to CQC findings. Commissioning use a KCC Care Home Risk Matrix, triangulating data and intelligence to ensure resource is focussed on supporting those rated or at risk of Requiring Improvement or considered at high risk in terms of poor quality.
- 2.9 The proportion of people with learning disabilities who live in their own home or with family continues to remain above the target of 77% at 83%. The national Adult Social Care Outcomes Framework Measures are collated from all local authorities on an annual basis and in 2020/21 the national average was 78% and for the South East it was 76%.
- 2.10 Pressures within the homecare market (where it is often becoming increasingly difficult to source domiciliary care for people) is starting to impact activity. The numbers of carers being identified and supported and the use of short-term services have both increased in the last quarter due to the requirement to support vulnerable people while their long term home care package is being sourced.
- 2.11 Demand for mental health support continues to increase, following the accelerated demand during the pandemic. The increase has started to plateau into Quarter 3 and ASCH support over 1,200 people, which is 13% higher than the same time last year. The majority of people are being supported through Supporting Independence Services and Supported Living.

3. Conclusion

- 3.1 Although there were decreases in some of the demand and volume of activity in Quarter 3, the effect of the Pandemic and Omicron variant continue to impact on ASCH and people in need of its services and support. ASCH work closely with KCC Commissioners and partners in the NHS and CCG to ensure people are receiving the right support at the right time and in a safe way.

4. Recommendation

4.1 Recommendation: The Adult Social Care Cabinet Committee is asked to NOTE the performance of services in Q3 2021/22

5. Background Documents

None

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