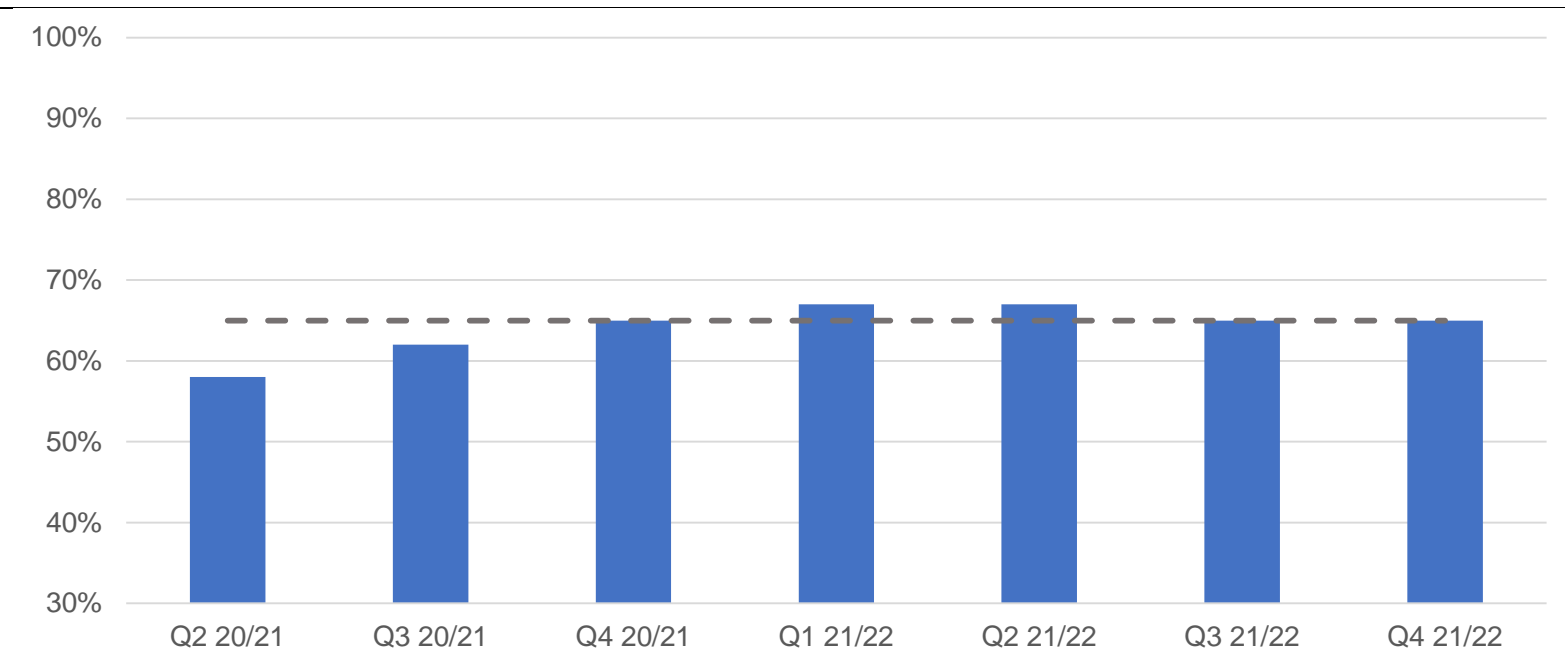Adult Social Care KPI & Activity Performance 2021/22

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 not significant.
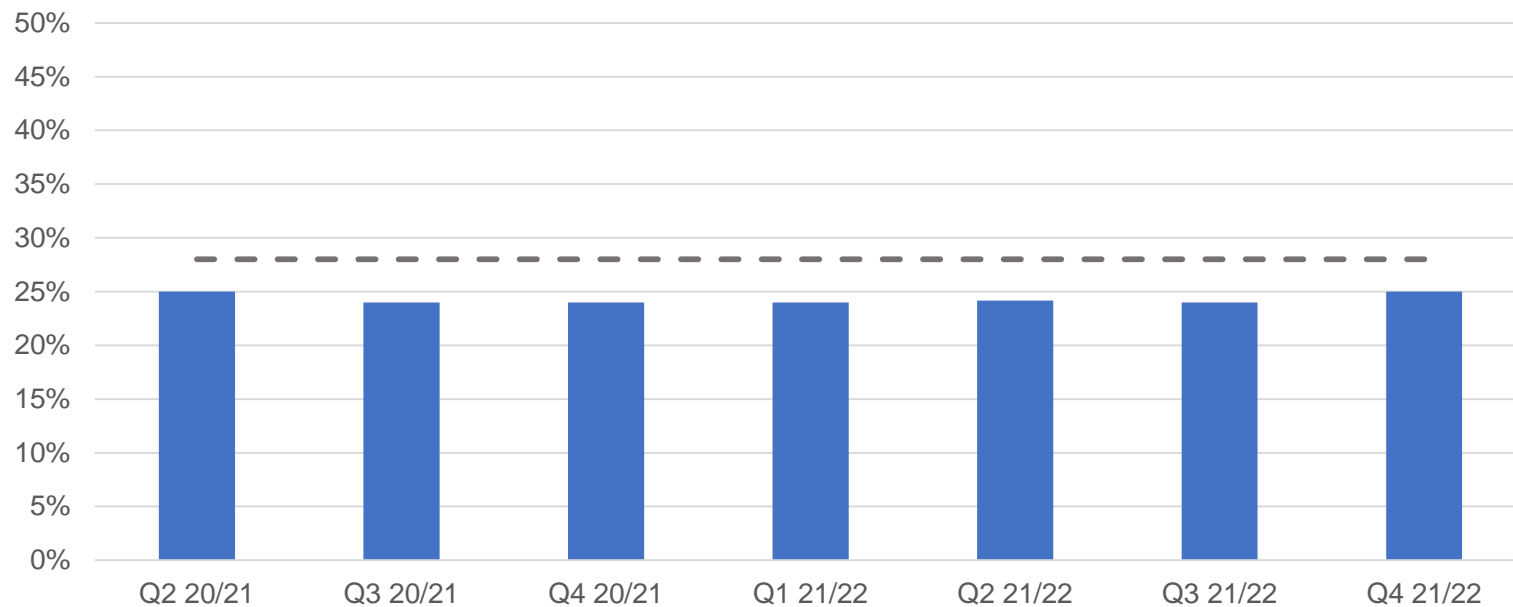
Please note axis does not start at 0

Commentary:
The proportion of people needing either no support or support at a lower level having received short term services continued at 65% into Quarter 4 21/22; there was a however a decrease in the number of people receiving a short-term service from 1,226 in Quarter 3 to 1,085 in Quarter 4

1,085 people accessed short term Services during this quarter with 706 people not needing further support or needing 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.

The Direction of Travel is not significant.

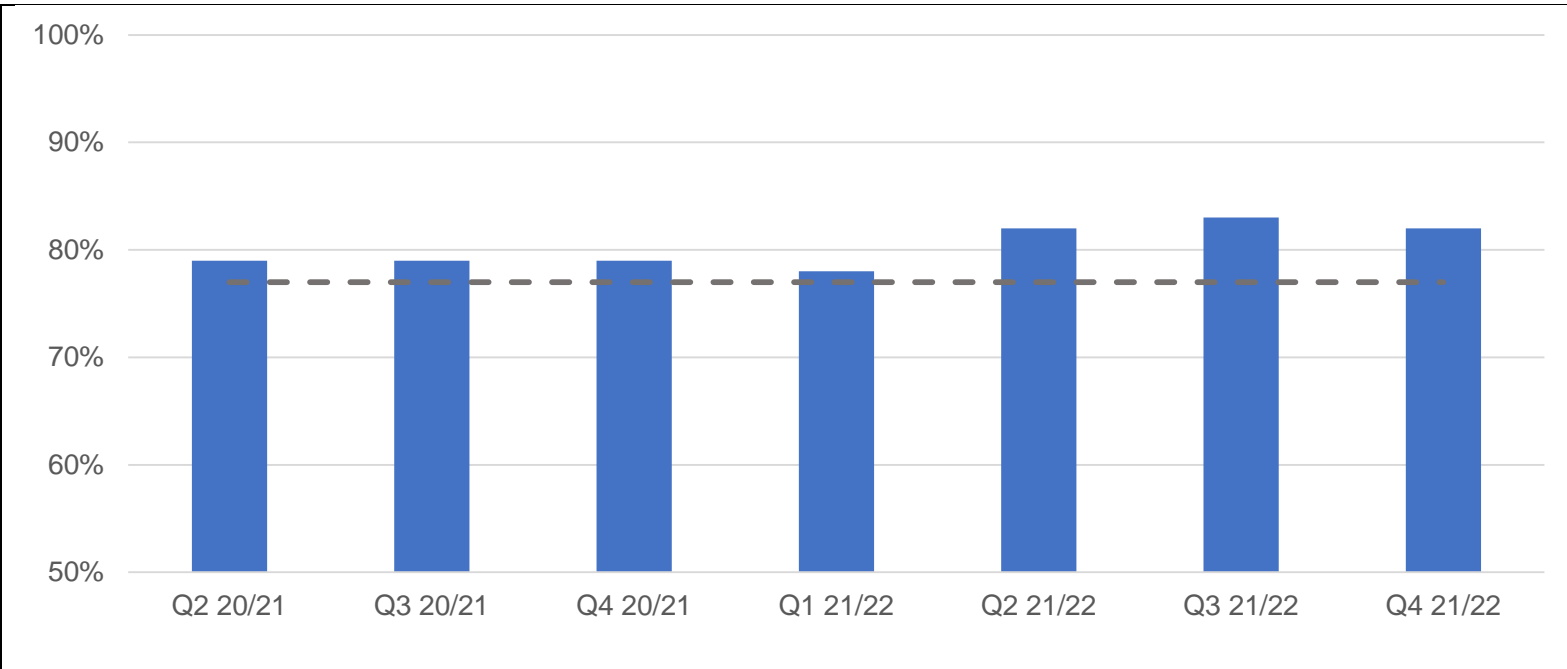Please note axis does not end at 100

Commentary:

The proportion of people in receipt of a Direct Payment increased to 25% in Quarter 4, having previously remained consistent at 24% over the previous 5 quarters

Direct Payments are being actively promoted for people whose care provider is no longer able to deliver or for those people for whom we have not yet identified care and support. Work continues to increase the number of people taking up Direct Payments and improve the processes and communications for both ASCH Colleagues and the people we support.

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.

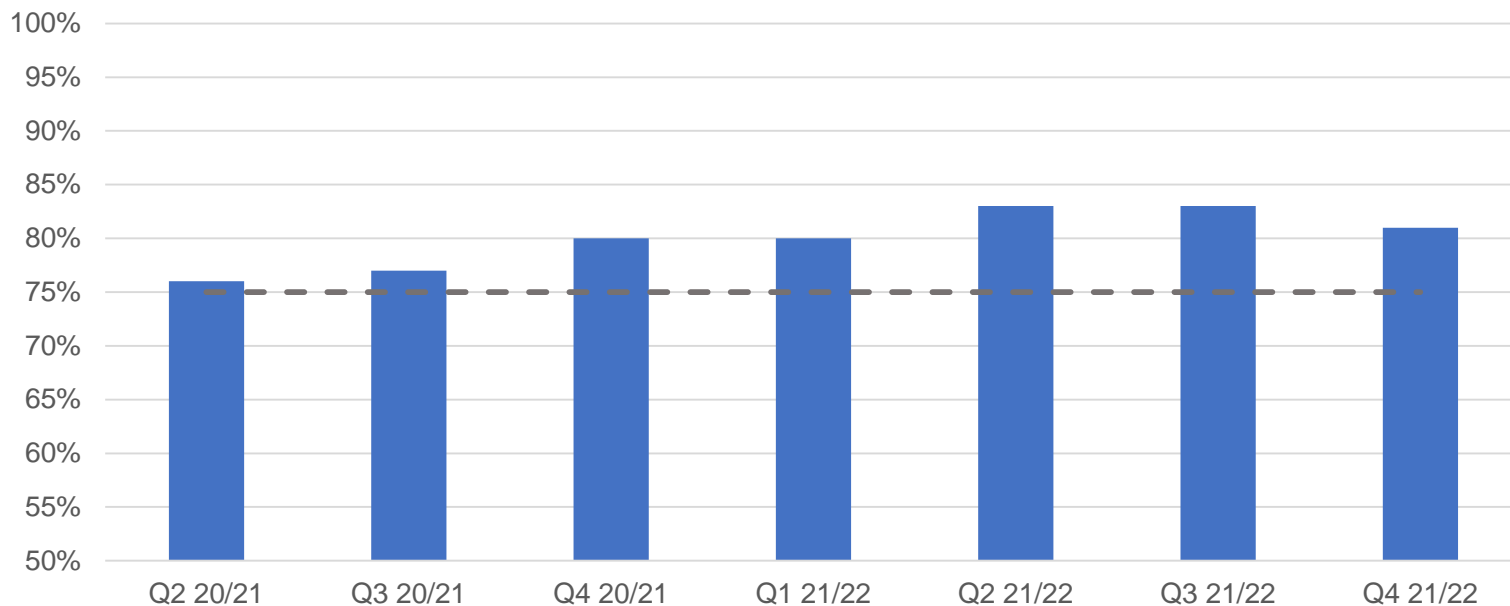Please note axis does not start at 0

Commentary:

The proportion of people with Learning Disabilities in settled accommodation was 82% in Quarter 4, down 1% from the previous quarter. Kent compares well to both the National (78.3%) and SE Region (75.6%) position on this measure in 2020/21.

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 ⇩

Commentary:

There was a decrease of 2% in Quarter 4 of those in Good or Outstanding CQC rated homes with Care Homes being rated as Requires Improvement correspondingly increasing from 15% to 17% This includes new care homes being assessed and those whose rating decreased.

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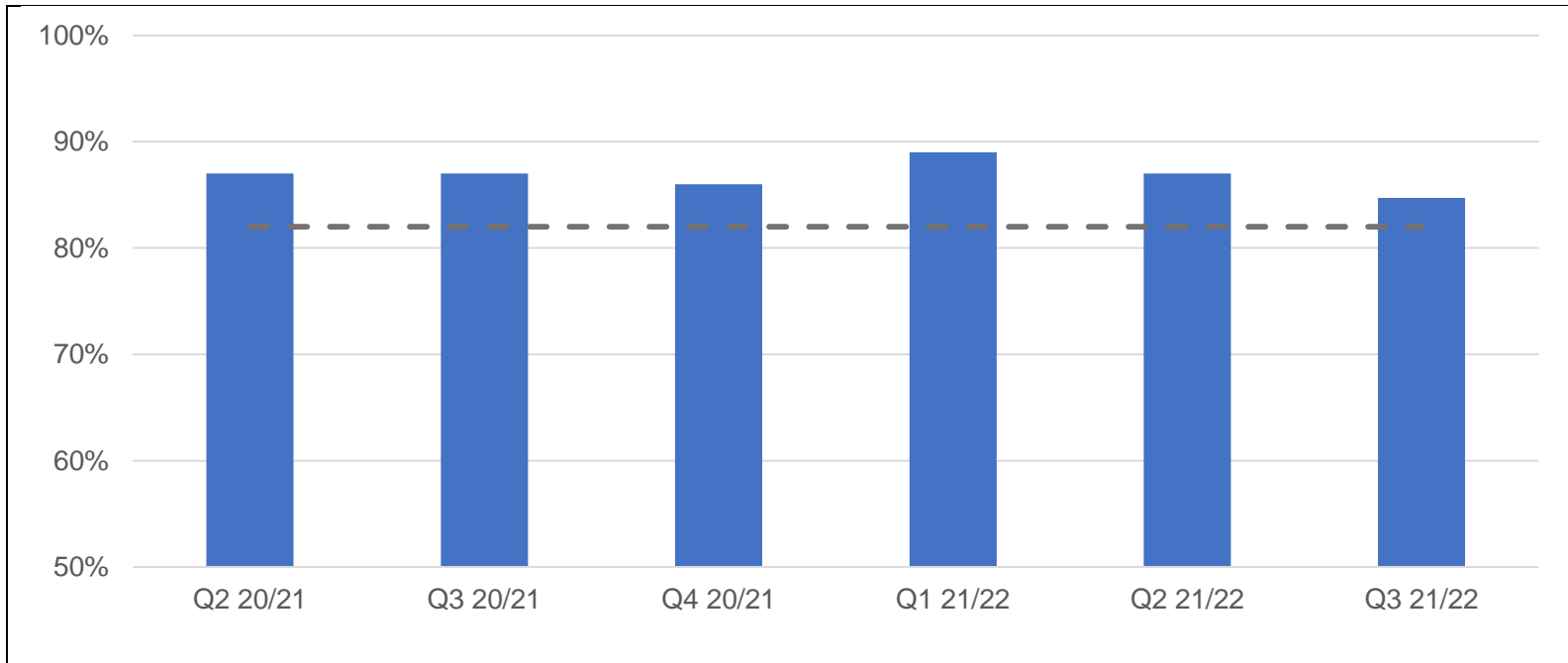
Technical Notes:

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.

Please note axis
does not start at 0

Chart axis labels: 100%, 90%, 80%, 70%, 60%, 50%

Q2 20/21, Q3 20/21, Q4 20/21, Q1 21/22, Q2 21/22, Q3 21/22

Commentary:

In Quarter 3 there was an increase in the number of people who had been discharged into reablement services compared to previous quarters, with 929 in Quarter 3 and 809 in Quarter 2, of these a slightly lower proportion, 85%, were still at home 91 days later.

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
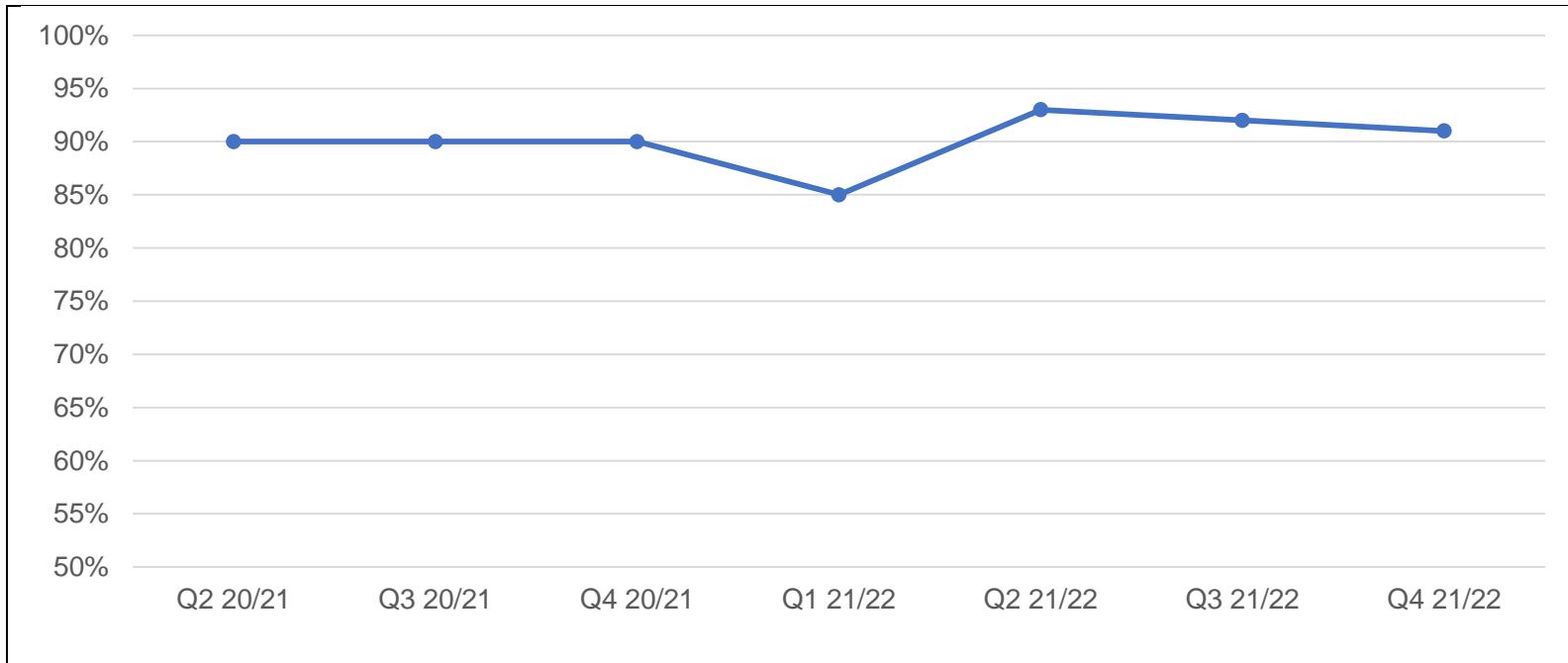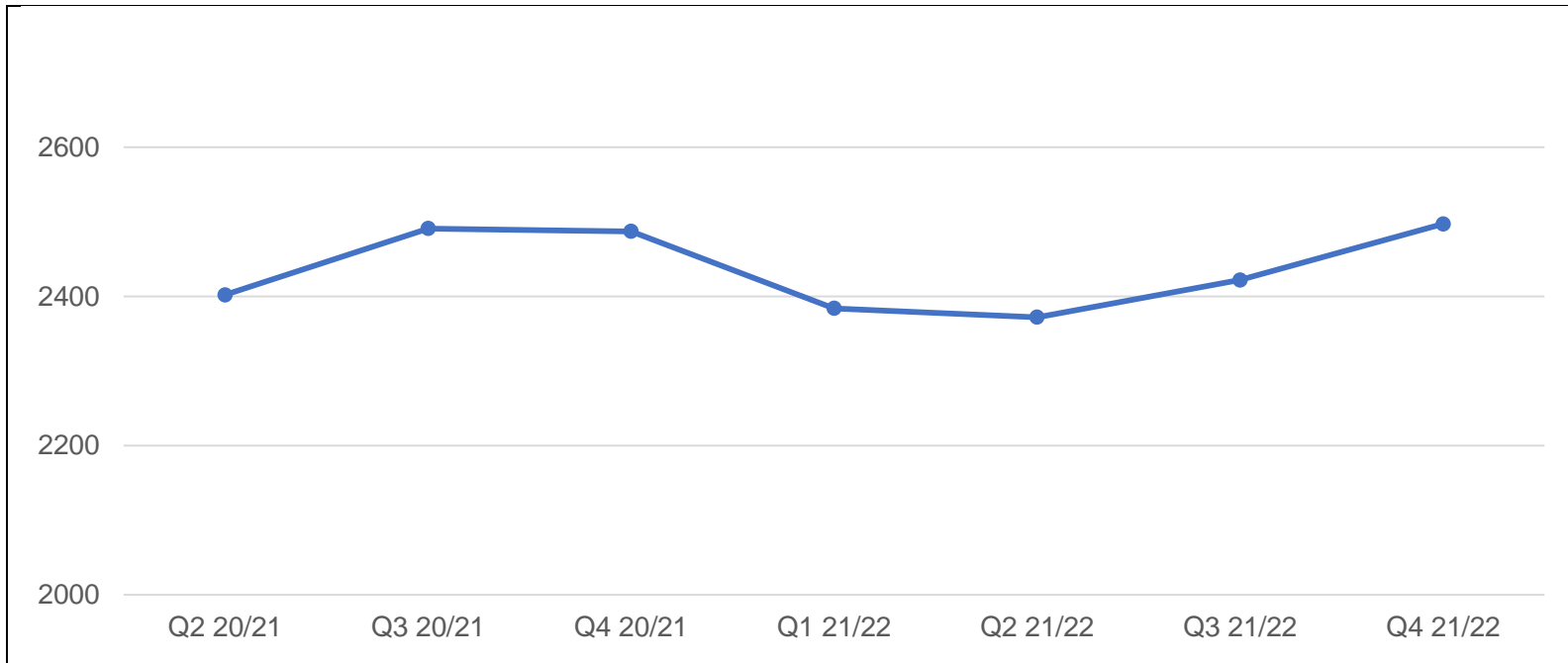
Commentary:

The percentage of safeguarding enquiries where a risk was identified, and the risk removed or reduced continued above 90% and was 91% in Quarter 4; this was a 1% decrease on the previous quarter.   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.

ASC7: Number of Carers

Commentary:

The number of carers being supported by ASCH increased in Quarter 4 to 2,947.

In order to support the crucial role carers provide, ASCH continue to encourage the use of carers assessments and promote the availability of services and the assistance provided by voluntary organisations.

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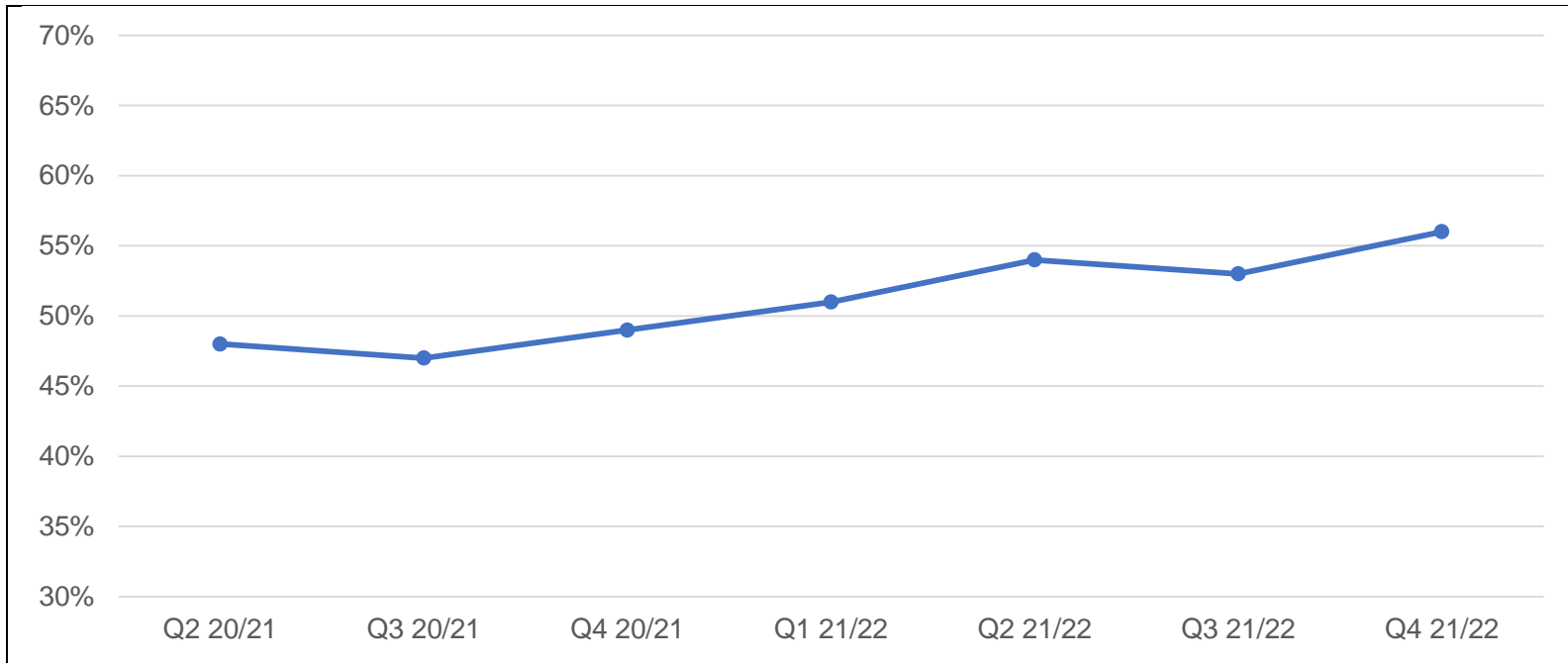
Commentary:

The proportion of carers with either a review or assessment in the last 12 months saw a 3% increase in Quarter 4 and is now at 56%; overall delivery on this measure has increased over the past 21 months.

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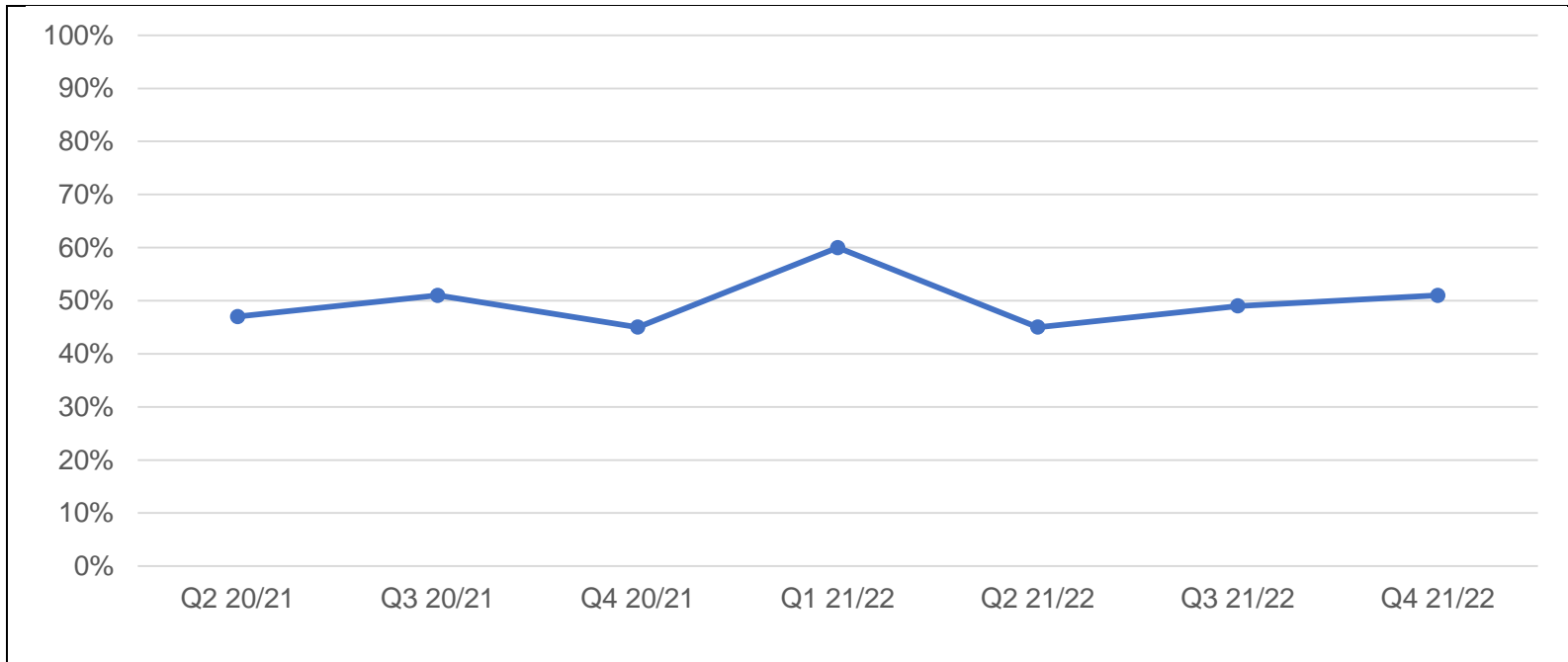
Commentary:

51% of the complaints closed during Quarter 4 were either fully or partially upheld. 22% were resolved upon receipt and a small number were withdrawn. This was a very similar pattern to Quarter 3.

The overall annual pattern is generally showing a lower percentage of those being upheld (fully or partially) over the past 4 years. 2018/19 and 2019/20 were 65% and 66% respectively. However, there is a higher annual percentage of 56% in 21/22 compared to 2020/21 which was 45%.

**ASC10: Number of people making contact with ASC**
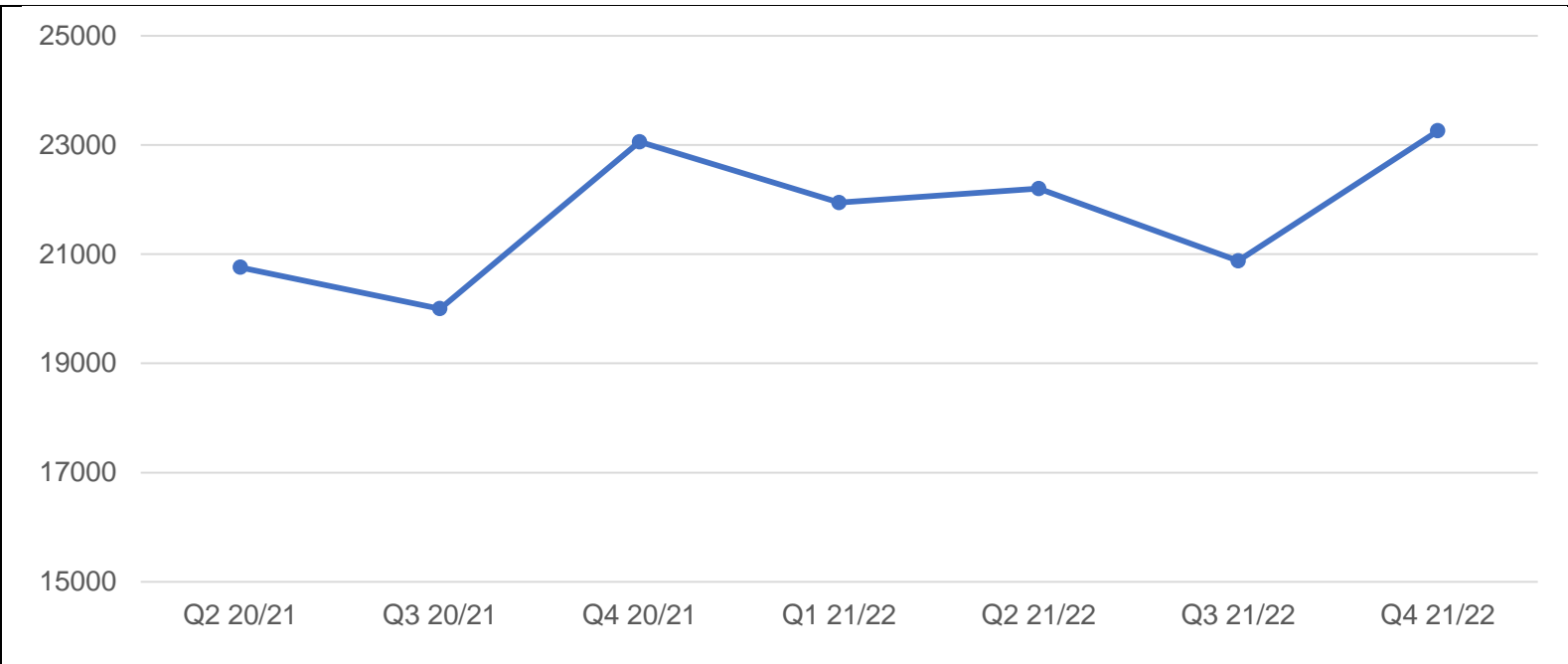
Commentary:

There is an ongoing trend whereby Adult Social Care & Health receive fewer contacts during Quarter 3, especially in December, and go on to have much higher volumes of people making contact in Quarter 4, when compared to all other quarters. Within Quarter 4, March is the busiest month, and has been for the last 3 years.

Adult Social Care & Health consistently monitor and assess the levels of contact to ensure the Directorate can respond and work with people in a timely manner.

ASC11: Number of assessments delivered (care needs assessments)
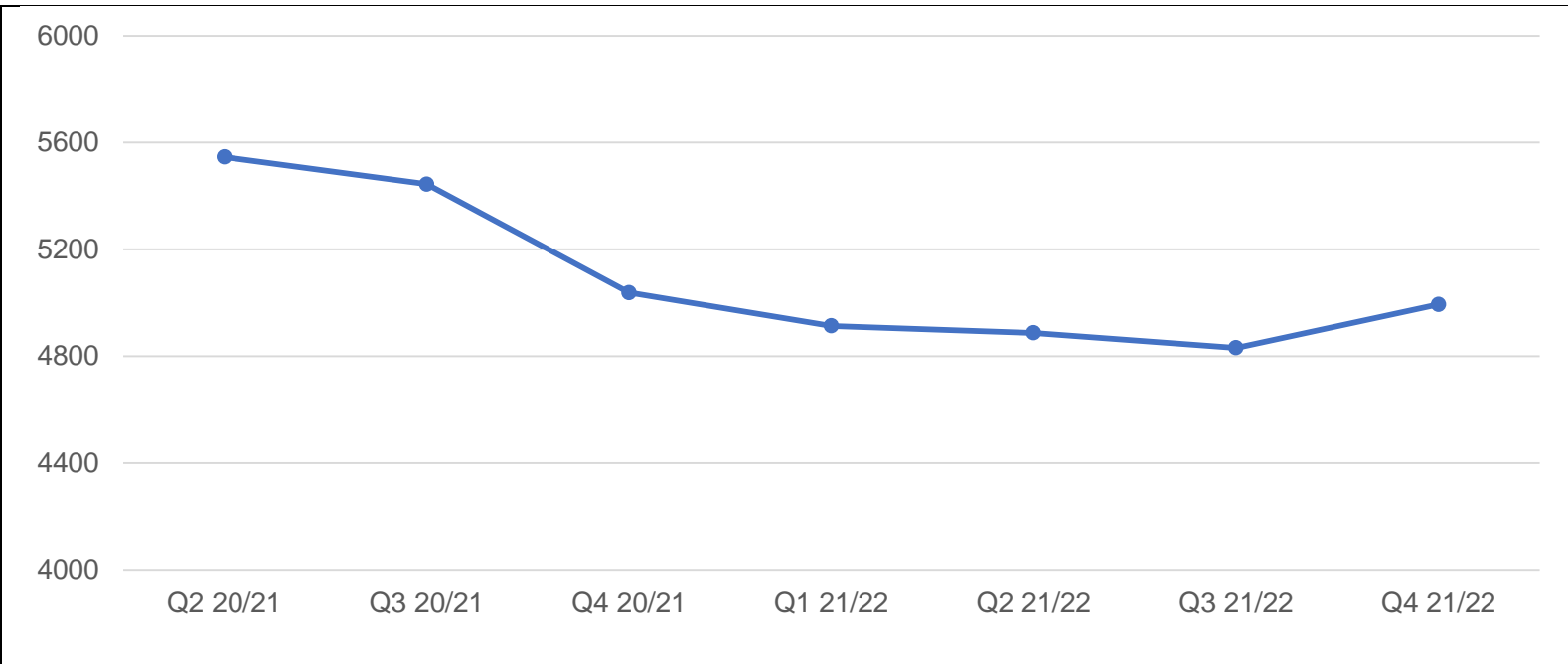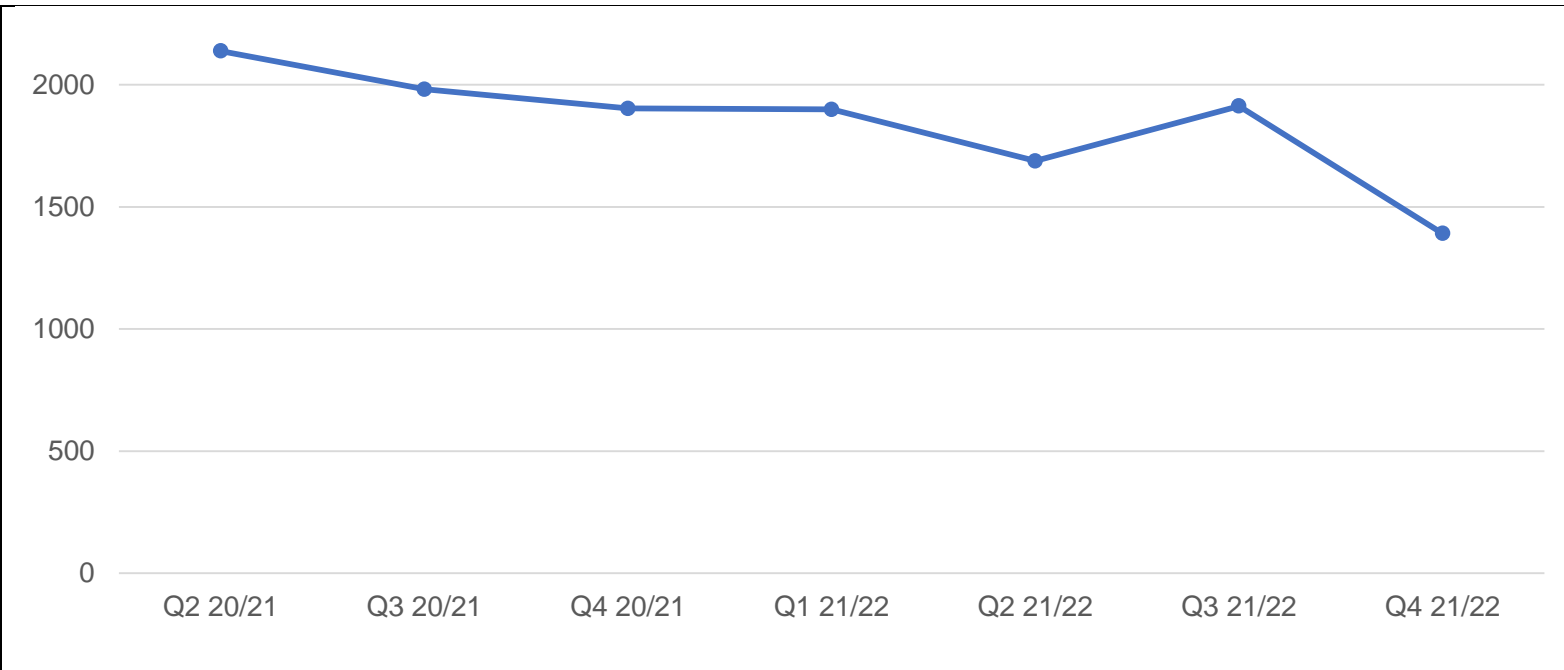
Commentary:

Since the onset of the pandemic, the number of Care Needs Assessments delivered has been decreasing, however during Quarter 4 the number has increased, with March being the month with the highest volume completed in the Financial year. The previous March was also high.

March also saw a rise in the number of people contacting Adult Social Care & Health, and an increase in those being referred for a Care Needs Assessment.

ASC12: Number receiving enablement
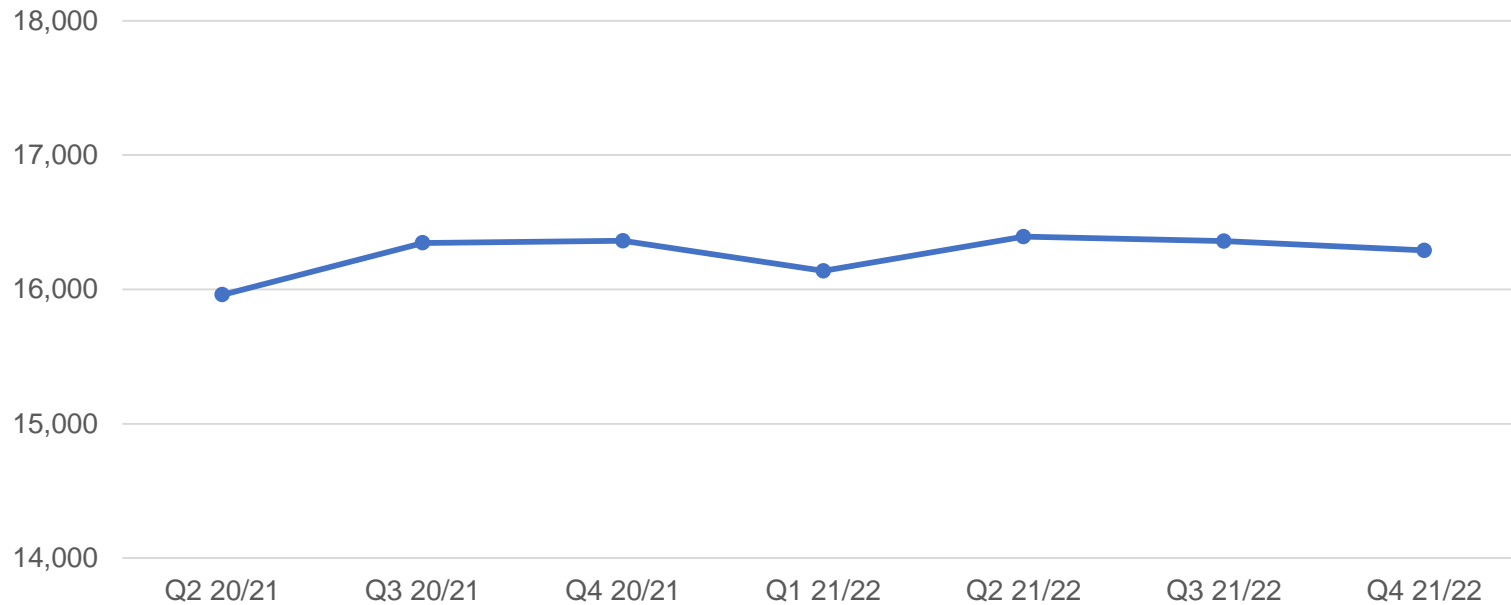

Technical Notes:

Activity measure, no specified target

People receiving services with Kent Enablement at Home (KEaH)

Commentary: There has been a substantial decrease in the number of people receiving enablement with the Kent Enablement at Home (KeaH) service in Quarter 4. There has been a reduction in referrals to the service leading to less people starting, and new people have been unable to start with KeaH due to the number of people who are ready to leave the service but are unable to do so (this occurs where the person requires ongoing support but a new package of care cannot be sourced). The KeaH service has also been supporting people on behalf of the NHS, where the NHS cannot secure placements themselves, and supporting other social care services such as Homecare, due to the effect of Covid on staffing availability, or where there is no capacity in the market to continue or start new packages of care. In addition to this the service itself has had Covid and sickness outbreaks within their staff, all of which have reduced their capacity to take on new people

KeaH started a recruitment campaign in February 2022, working with the KCC Communications Team, where they were able to proactively use Social Media for the first time and produced a video where one of the support workers discusses the benefits of working in the Service. This generated a lot of interest and they were able to recruit to around 95% of their vacancies in most areas of Kent

ASC13: Number receiving long term services

Commentary:

ASCH experienced another small decrease in the number of people receiving a long-term service during Quarter 4, with a lower number of people in residential and nursing services. This decrease was also influenced by the capacity of the Homecare markets, with increased numbers of provider handbacks and people waiting for a new homecare package of support.

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

Commentary:

Following increases in the numbers of people accessing Adult Social Care services with a mental health need prior to the Pandemic and then with accelerated increases during it, Quarter 4 saw the first period for over 2 years where the figures look to be stabilising. ASCH will continue to monitor these figures to ascertain whether this trend continues.

Although the Services provided vary, most people with a Mental Health need are having Supported Independence Services or Supported Living.

ASC14: Number of DoLS applications received
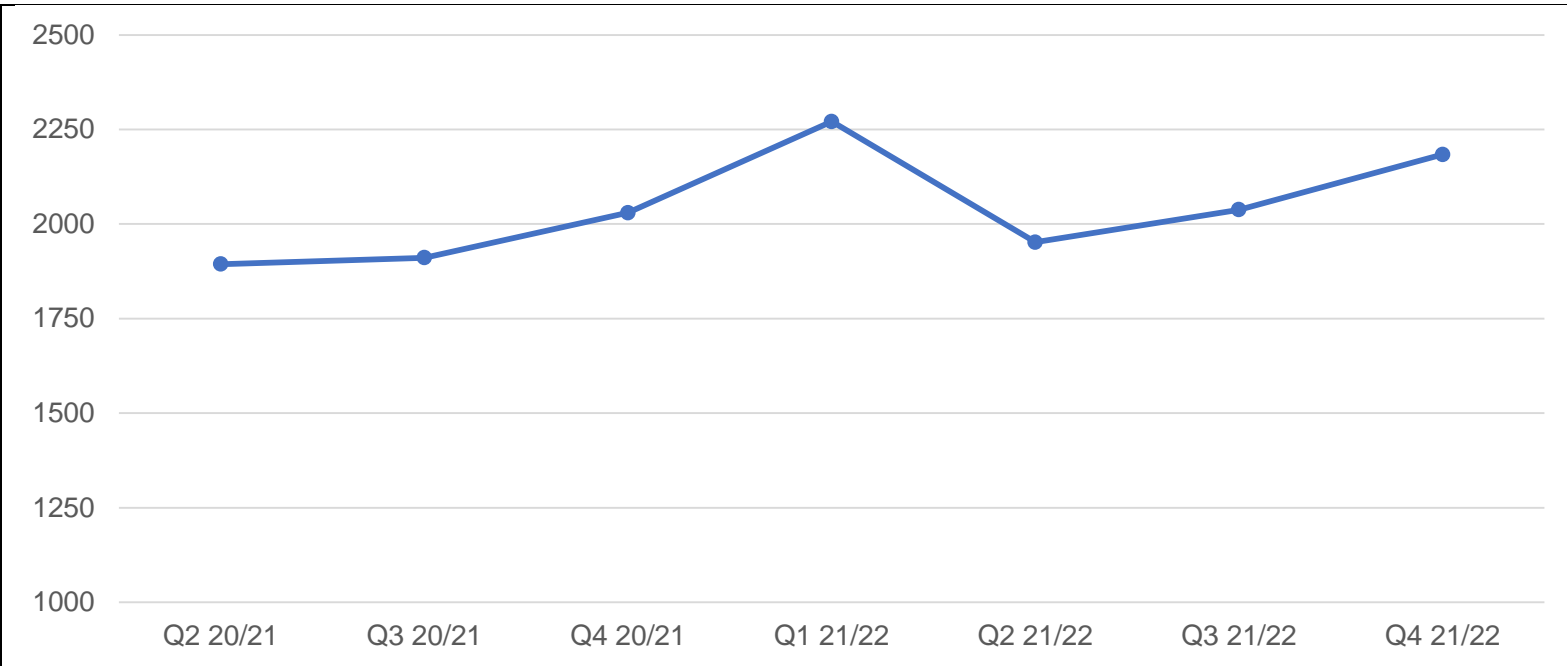
Technical Notes:

Activity measure, no specified target

Please note axis does not start at 0

Commentary:

The number of DoLS applications received in Quarter 4 increased again from Quarter 3, and although not as high as the number received in Q1 2021/22, it is at a higher amount that Quarter 4 last year.   Quarter 4 also saw an increase in the number of urgent applications.