

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
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To: Adult Social Care Cabinet Committee – 15 May 2023

Subject: **ADULT SOCIAL CARE AND HEALTH PERFORMANCE Q4 2022/2023**

Classification: Unrestricted

Previous Pathway of Paper: None

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 Q4 for 2022/2023.

Quarter 4 saw increased activity and demand on Adult Social Care with increased numbers of people making contact (highest in last 2 years); incoming Care Needs Assessments (by 15%) with the highest number being completed (over 5,170); the highest volume of Carers Assessments completed (over 1,480) and the highest volume of Deprivation of Liberty Safeguard assessments completed (by 39%).

There were positive decreases in the number of people in a Short-Term Beds and an increase in those receiving the Kent Enablement at Home Service.

Two of the six Key Performance Indicators were below target and RAG Rated Red, these were Care Needs Assessments delivered within 28 days and those aged over 65 going into long-term residential or nursing care, neither have a significant direction of travel. Three Key Performance Indicators were RAG Rated Amber, only one has a significant downward direction of travel and this was those in a residential or nursing care home rated as Good or Outstanding by the Care Quality Commission. One Key Performance Indicator (ASCH1) remained RAG Rated Green having met the target, which was those having contacted Adult Social Care, with the contact resolved, not re-contacting again within three months.

Adult Social Care will be keeping the current suite of performance measures and targets for continuation into 2023/2024. These will be reviewed during the year in line with the new national Adult Social Care Outcomes Framework.

Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of services in Q4 2022/2023 and **NOTE** the plans for reporting in 2023/2024.

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 Over 23,000 people made contact with ASCH in Quarter 4, the highest volume seen in the last 2 years; ASCH always see increases in contact in Quarter 4 with March being the busiest month each year. To help manage new contacts and queries for people there are new tools being made available and the new ASC Financial Assessment Tool is now live on Kent.gov which helps people to estimate how much they may need to pay towards their care and support. The KPI on the percentage of people who re-contacted ASCH, having had a previous contact resolved with advice and information, continues to achieve the target of 9% (RAG rated Green) at 7% for Quarter 4.
- 2.2 In Quarter 4, ASCH saw both the number of Care Needs Assessments (CNA) to be undertaken increase by 15% to over 5,300, and the number of CNAs completed increase by 3% to over 5,170. Both were the highest volumes seen in over six quarters. With the increased volume of incoming CNAs, there were more people requiring a CNA on the last day of the quarter, even with the increased completions.
- 2.3 Of the incoming new CNAs for Quarter 3, 70% were completed within 28 days, which is the same as the previous quarter, and continues to be below the floor target of 80% (RAG Rated Red). There were over 3,900 new CNAs and over 2,700 were completed within 28 days. The time taken to complete a CNA is dependent on the person and their needs, however the majority of CNAs can be, and are, completed within 28 days (Care Act guidance states that they should be timely). ASCH continues to prioritise completing CNAs as part of its Performance Assurance Framework and has seen an increase in the number of completed CNAs each quarter in 2022/2023.
- 2.4 There were 1,486 Carers' Assessments completed in Quarter 4, which is the highest seen in a quarter for two years. ASCH and Commissioners have been working with the Carers Organisations to open up tools, such as the PowerBI reports, that give more transparency to the work and increase the quality of the information recorded.
- 2.5 Following a CNA, where eligible for support, people receive a Care and Support Plan (C&SP) which details how they will be supported and the services they may receive. ASCH had 15,913 people with an active C&SP at the end of Quarter 4. Not everyone will go on to need a support package and ASCH has

seen varying numbers of new support packages being arranged each quarter, in Quarter 4 it was 2,500, with an average weekly cost of a new support package being £550. However due to the time taken for service information to be updated and placed onto the adult social care client recording system (Mosaic), it is expected both of these figures will have increased and will need to be updated in the next report.

- 2.6 ASCH completed 3,210 annual C&SP reviews in Quarter 4, with over 12,880 reviews completed in 2022/2023. ASCH saw the number of people requiring an annual review on the last day of the quarter increase to 5,005, this is because the annual review was due in March 2023.
- 2.7 Where people need short-term enablement services, ASCH has the Kent Enablement at Home service (KEaH) which aims to keep people independent and in their home. In Quarter 4 there was an increase in the number of people actively receiving this support to 1,684, an increase of 8% on the previous quarter. KEaH saw increased capacity due to more people leaving the service when ready to do so, having a further support package where needed, and the impact of a successful recruitment campaign.
- 2.8 Some people will require residential or nursing care on a temporary basis (either while their longer-term needs or circumstances are assessed, or to provide respite); ASCH saw its first decrease in the numbers of people in Short-Term Beds since before the pandemic in Quarter 3 followed by a bigger decrease of 12% in Quarter 4 at 1,312 people.
- 2.9 ASCH continue to see fewer people at home 91 days after discharge from hospital having had reablement services, however in Quarter 3 this was maintained at 81%. Increases in those accessing KEaH and the work to reduce the longer-term use of a Short-Term Beds has stopped this KPI decreasing, and further work in Quarter 4 aims to increase those being at home following enablement with ASCH.
- 2.10 A key priority for ASCH is to enable people to remain independent and in their own homes with clear personal choice of their support. Direct Payments are nationally recognised as an effective way of delivering these aims and for Quarter 4 this measure is RAG Rated Amber at 24%, which it has been for some time.
- 2.11 The number of people aged over 65 years old going into long term residential and nursing varies each quarter, and in Quarter 3 the rate per 100,000 was 146 increasing from 128 the previous quarter and is RAG Rated Red.
- 2.12 The percentage of KCC supported people in residential or nursing care with a CQC rating of Good or Outstanding decreased again this quarter, to 76% and is RAG Rated Amber, remaining below target. There has not been an increase on the proportion of those in an Inadequate home, with the movement happening from Good homes to those with Requires Improvement. KCC works with the CQC and providers to improve the levels of quality in the care home market. At present, eleven care homes (four older person and seven learning disability, physical disability, and mental health) have contract suspensions in place to

prevent further placements whilst improvements are being made. This is a decrease of five homes on Quarter 3.

- 2.13 The number of people accessing support who have a Mental Health need continues to increase each quarter, there were 1,335 people being supported by ASCH with a Mental Health need in Quarter 4. Supporting Independence Services/ Supported Living continuing to be the most prevalent service provision
- 2.14 The number of Deprivation of Liberty Safeguards (DoLS) applications received in Quarter 4 was 2,374 and is at a similar level to Quarter 3. Over the 2022/2023 reporting period ASCH received 9,412 DoLS applications (which is an increase of 10% on the 2021/2022 reporting period) and continues to show the ongoing annual increase in the number of applications received in Kent. Quarter 4 saw the highest volume of assessments completed by the DoLS Team with 2,769 completed assessments giving a total of 8,789 completed in 2022/2023, a 7% increase on the previous year.
- 2.15 ASCH reduced further the number of Safeguarding Enquiries open on the last day of the quarter, with Quarter 4 seeing just 988 open. In Quarter 4 there were over 4,152 concerns received, the highest in a quarter, and 2,408 enquiries worked on.

3. Key Performance Indicators and Activity Measures for 2023/2024

- 3.1 Annually each Directorate assesses their suite of indicators and targets to ensure they continue to reflect local and national direction, policy and practice; in discussion with the Senior Management Team it was decided to continue with the current suite of ASCH KPIs, activity measures and targets. These will be reviewed next year in line with the new national Adult Social Care Outcomes Framework.

4. Conclusion

- 4.1 ASCH saw high levels of demand in the quarter with increased contacts and incoming Care Needs Assessments; but was able to deliver the highest volume of completed Care Needs Assessments, Carers Assessments and DoLS assessments. On enablement services there were positive decreases in the use of Short-Term Beds and increases in those accessing Kent Enablement at Home.

5. Recommendation

<p>5.1 Recommendation: The Adult Social Care Cabinet Committee is asked to NOTE the performance of services in Q4 2022/2023 and NOTE the plans for reporting in 2023/2024.</p>
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6. Background Documents

None

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