

**From:** Dan Watkins, Cabinet Member for Adult Social Care and Public Health  
Richard Smith, Corporate Director Adult Social Care and Health

**To:** Adult Social Care Cabinet Committee – 23 November 2023

**Subject:** **ADULT SOCIAL CARE AND HEALTH PERFORMANCE Q2 2023/2024**

**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 update on adult social care activity and performance during Quarter 2 for 2023/2024 and provides key activity headlines from the published national Adult Social Care data returns for Deprivation of Liberty Safeguards (DoLS) and the Safeguarding Adults Collection (SAC).

Adult social care saw a quarterly increase in the number of Carers' Assessments completed, an increase in those in receipt of the Kent Enablement at Home Service, with an increase in the number of DoLS applications completed. Adult social care also saw a positive decrease in the number of people in a Short-Term Residential or Nursing bed.

However, there continues to be pressures in areas of adult social care for example in safeguarding, increasing numbers of people needing support with a mental health need and in delivering both Care Needs Assessments and Reviews of the Care & Support Plan. Adult social care, as is being experienced nationally, continue to face challenges with increasing demand, availability of services in the social care market and with adult social care workforces, both in the social care sector and in Kent County Council.

The Key Performance Indicator (KPI) Care Needs Assessments delivered within 28 days continues to be below target and RAG Rated Red, adult social care continue to prioritise delivery of these assessments within the Performance Assurance Framework. Four KPIs are RAG Rated Amber and only one has a significant downward direction of travel and this was for those in a Care Quality Commission rated residential or nursing care home rated Good or Outstanding, as it was last quarter. One KPI remained RAG Rated Green having met the target, which was those not re-contacting adult social care having had a previous contact resolved with information, advice or guidance.

**Recommendation:** The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of adult social care services in Quarter 2 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 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 Adult social care continue to have over 20,000 people contact them each quarter, both new people and people we already support. In Quarter 2 contact was with 22,028 people. To help manage incoming contacts and give Kent residents the ability to be fully informed and understand the support available to them both with adult social care and in their communities, there are news tools on Kent.gov which help people understand their current adult social care needs, estimate how much they may need to pay towards their care and support, and there is the provision of advice and information and signposting to wider services too. The KPI on the percentage of people who re-contacted adult social care, having had a previous contact resolved with advice and information, decreased further to just 4% re-contacting us and is well below the threshold of 9% and continues to be RAG rated Green. This indicates that more people are receiving the information they need at the first point of contact and not needing to progress to further assessment unnecessarily.
- 2.2 Quarter 2 saw a decrease in the number of Care Needs Assessments (CNA) to be undertaken, 1,000 less than the previous quarter, however this was still over 4,500; and adult social care completed 4,491. Of the incoming new CNAs for Quarter 1, 66% were completed by adult social care within 28 days; Quarter 1 saw the highest volume initiated, over 5,500 and the highest since this reporting began, this was also the quarter when the new Locality Model went live, and the new teams were adjusting to a new way of working. There continues to be a focus on ensuring people receive their CNAs in a timely manner, with regular meetings, to discuss the actions taken and need to address the demand in delivering these, within the Community Team and Senior Management Team meetings.
- 2.3 In Quarter 2 there was an increase of the number of Carers' Assessments completed by adult social care and the Carers' organisations, with 1,135 completed this was a 5% increase on the previous quarter.
- 2.4 Following a CNA, where eligible for support, people receive a Care and Support Plan (C&SP) which details how a person will be supported and the services

they may receive. Adult social care had 16,649 people with an active C&SP at the end of Quarter 2, which is an increase of 2% on the previous quarter, which had also seen a 2% increase on Quarter 4 2022/2023. Not everyone will go on to need a support package and adult social care has seen varying numbers of new support packages being arranged each quarter, in Quarter 1 it was 2,725 with the average weekly cost of a new support package being £661 (both figures updated since the last report).

- 2.5 Adult social care completed 2,140 annual reviews of the C&SP in Quarter 2, which was a decrease on the previous quarter; this decrease alongside people's ongoing review becoming due in Quarter 2 has meant adult social care has seen another quarterly increase in the number of people requiring an annual review on the last day of the quarter to over 6,000. As part of the Performance Assurance Framework and work on the Savings Plans the focus for both Community Teams and those working with people on the hospital discharge pathways is to give them their first review, due 6-8 weeks after the start of their service; this has contributed to the lower number of annual reviews delivered.
- 2.6 Where people need short-term enablement services, adult social care has the Kent Enablement at Home Service (KEaH) which aims to keep people independent and in their home. Quarter 2 saw an increase of 13% on the previous quarter in the number of people actively receiving this support to 1,782. In Quarter 2, 87% of those in receipt of KEaH had their needs met by this service.
- 2.7 KEaH managers have worked extensively with the Adult Social Care Referrals Service and Community Teams to increase referrals into their service and have been actively looking at opportunities to increase enablement opportunities with those in the process of receiving a CNA or already receiving services. The KEaH teams have also been supporting the Occupational Therapist Service and the Kent Enablement Service (KES, who work with people with Learning Disabilities and Mental Health needs) where there are many opportunities to do joined up working and share expertise. Next year the intention with KES is to do more joined up working and provide total wrap around support for those within these services, therefore increasing the outcomes for the people we support.
- 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) via the hospital discharge pathways or from community settings, and adult social care has been working to reduce the use of Short-Term Beds as well as the amount of time people spend in them, ensuring they maximise the opportunities for people to remain independent in their own homes. There was decrease from Quarter 1 to Quarter 2, and the number in Quarter 2 was a decrease of 15% when compared to Quarter 2 last year.

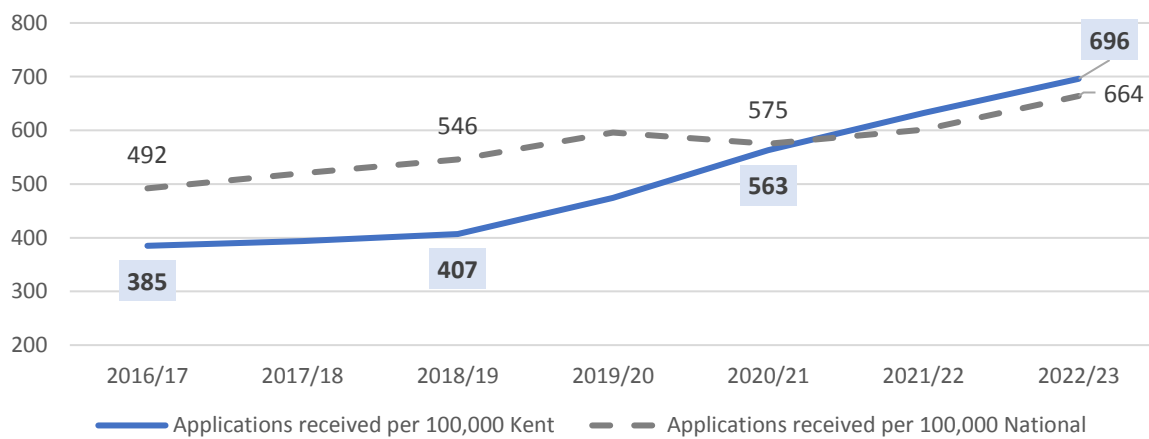
- 2.9 Adult social care saw 82% of people aged 65 and over at home 91 days after discharge from hospital having had reablement services, in Quarter 1, the same as in Quarter 4. Work to reduce the longer-term use of a Short-Term Bed has stopped this KPI from decreasing. The work with partners to develop the Transfer of Care Hubs continues, where it is anticipated that decision making on people's care and support will shift to outside of the hospital to a robust Multi-Disciplinary Team, maximising the outcomes for people.
- 2.10 A key priority for adult social care 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 2 this measure is RAG Rated Amber at 25%, the same delivery as the previous quarter; there were increases in the numbers of carers, people with learning disabilities, mental health and sensory needs receiving a Direct Payment.
- 2.11 Adult social care recognises that the take up of Direct Payments is a key enabler in delivering the strategic vision set out in "Making a Difference Every Day" and as such has set ambitious targets (above national benchmarking figures). In setting these targets adult social care understands that the legal duty is to offer a Direct Payment (within the conditions set out in the Care Act 2014) but cannot compel individuals to take up the offer. Officers in KCC's Direct Payment Team, and wider social care teams have continued to work hard to increase take up, but this is currently not resulting in a significant increase, and the total number of Direct Payment recipients is further impacted by individuals who no longer wish to have their needs met through them. To take this forward adult social care has an established strategic design authority, which has undertaken a root and branch review of the local Direct Payment offer to better understand barriers to take up, and the subsequent findings paper has identified areas of development; this includes the requirement for investment to provide support to individuals who are unable to manage their own Direct Payment (via a managed service) and would therefore struggle to fully benefit from the opportunities provided through self-directed support.
- 2.12 The number of people aged over 65 years old going into long term residential and nursing care varies each quarter and to allow for more focused conversations on this area of support and to ensure adult social care can benchmark against both the national Adult Social Care Outcomes Framework and the Better Care Fund reporting, this measure now shows 12 months rolling figures. In the 12 months to the end of Quarter 1, the admission rate was 608 per 100,000 of the population and is RAG Rated Amber.
- 2.13 The percentage of KCC supported people in residential or nursing care with a Care Quality Commission (CQC) rating of Good or Outstanding increased by 1% on the previous quarter at 76% and continues to be RAG Rated Amber, remaining below target. Once again, there has not been an increase in the proportion of those in an Inadequate home, with just 2% this quarter (1% of care homes in Kent are rated Inadequate, August 2023).

2.14 The number of people accessing support who have a mental health need continues to increase each quarter with 1,400 people being supported by adult social care in Quarter 2. Supporting Independence Services/Supported Living continue to be the most prevalent service provision.

2.15 Adult Social Care received 2,093 Deprivation of Liberty Safeguards (DoLS) applications in Quarter 2, and completed over 2,207 assessments, these included applications received within this and previous quarters.

2.16 One of the national adult social care annual data returns is for DoLS; the most recent figures for 2022/2023 were recently published by NHS England. Figure 1 below shows the rate of applications received in Kent and nationally since 2016/2017.

Figure 1: the rate per 100,000 of applications received from 2016/2017 to 2022/2023 in Kent and Nationally.

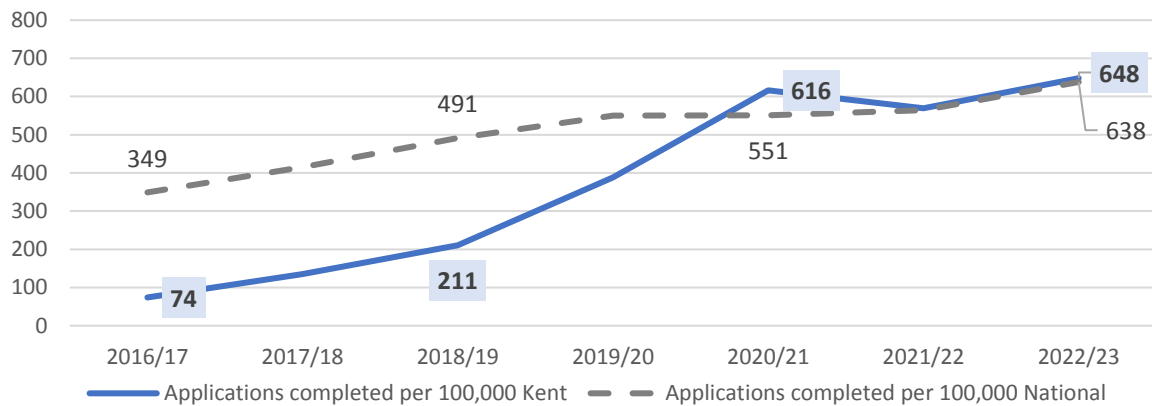


Note: axis does not start at 0. Source NHS Digital.

2.17 Since 2018/2019 there have been annual increases in the rate of DoLS Applications received by Kent, and in 2020/2021 Kent overtook the national rate and continues to exceed this, with 696 received per 100,000 of the population compared to 664. It is expected that this trend will continue in 2023/2024.

2.18 With the exception of 2021/2022, Kent has been increasing annually the rate of applications completed, with accelerated increases from 2018/19 onwards (Figure 2). In 2020/2021 Kent exceeded the national rate, which it continued to do so each year since. In 2022/2023, Kent was 648 per 100,000 of the population compared to 638 for national.

Figure 2: the rate per 100,000 of applications completed from 2016/2017 to 2022/2023 in Kent and Nationally.

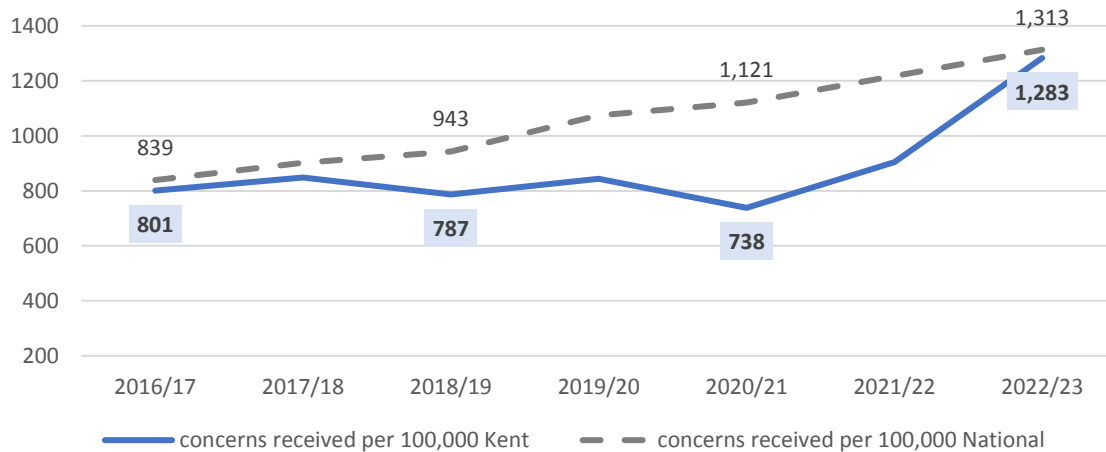


Source NHS Digital.

2.19 Adult social care saw another increase in the number of safeguarding enquiries open on the last day of the quarter at over 1,800. Safeguarding remains a high priority for adult social care and actions are being taken by Directors, Assistant Directors and Community Team Managers. Work is ongoing to ensure enquiries are progressed, and ones that can be closed are closed; it has been identified that there is a need to embed the learning around the speciality of the safeguarding skills across all teams and whilst this learning is ongoing the areas have all adapted their teams to deal with the level of safeguarding that is coming into the localities. The density of safeguarding enquiries is seen most in teams where there are acute hospitals/trusts, and work is underway with partners to educate what an appropriate referral is for safeguarding. Managers in localities are developing strategies to address performance and prioritizing risk. The area referral service/safeguarding transformation project is also underway, and extensive research with other local authorities has informed our way forward which will equally have an impact on our safeguarding numbers in the future.

2.20 The national Safeguarding Adults Collection (SAC) has also recently been published; Kent has consistently had a lower rate per 100,000 of safeguarding concerns received when compared to the national rate (Figure 3) however in 2022/2023 Kent moved to having a more similar rate at 1,283 compared to 1,313, following an increase in the rate from 2020/2021 to 2021/2022 and into 2022/2023 too.

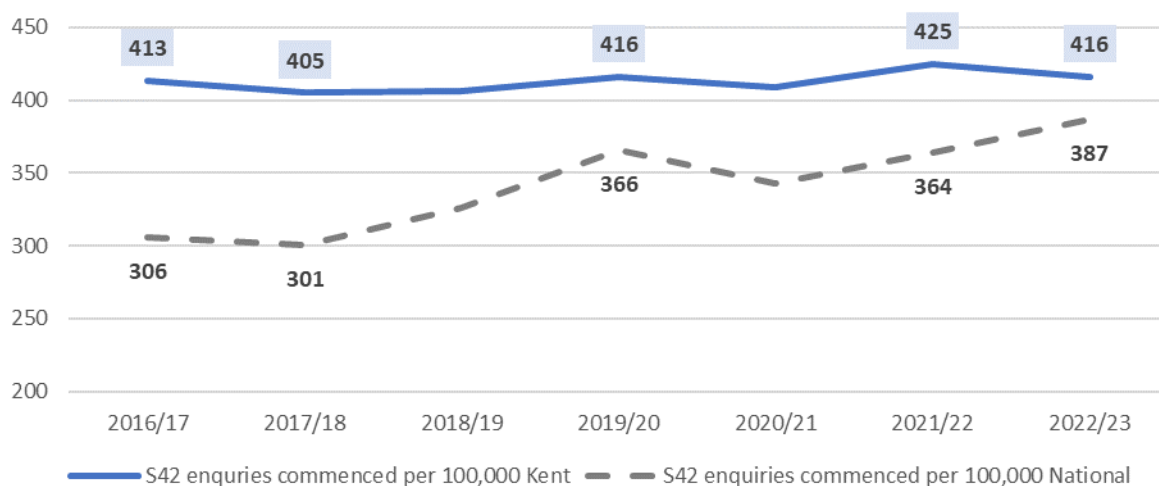
Figure 3: the rate per 100,000 of safeguarding concerns received from 2016/2017 to 2022/2023 in Kent and Nationally.



Note: axis does not start at 0. Source NHS Digital.

2.21 When it comes to the rate per 100,000 of safeguarding enquiries commenced, Kent has consistently had a higher rate than national (Figure 4). Whereas the national rate has steadily been increasing since 2016/2017, Kent has remained relatively steady ranging from 405 to 425 per 100,000 each year.

Figure 4: the rate per 100,000 of safeguarding enquiries commenced from 2016/2017 to 2022/2023 in Kent and Nationally.



Note: axis does not start at 0. Source NHS Digital.

### 3. Conclusion

- 3.1 Adult social care continues to deal with high levels of demand across all the teams and areas of delivery, whilst facing challenges both in its own workforce and in the social care market and is taking steps to increase recruitment and retention. Adult social care ensure they prioritise, and risk manage, these demands so we can meet our statutory duties and keep people safe and independent. Adult social care expect to see demand and growth to continue to increase. There has been positive performance in increases of Carers' Assessments delivered, more people accessing Kent Enablement at Home and lower numbers of people in short-term residential or nursing beds.

### 4. Recommendation

4.1 Recommendation: The Adult Social Care Cabinet Committee is asked to <b>NOTE</b> the performance of services in Quarter 2 2023/2024.
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### 5. Background Documents

None

### 6. Report Author

Helen Groombridge  
Adult Social Care and Health Performance Manager  
03000 416180  
[helen.groombridge@kent.gov.uk](mailto:helen.groombridge@kent.gov.uk)

#### Relevant Director

Paula Parker  
Head of Business Delivery Unit  
03000 415443  
[paula.parker@kent.gov.uk](mailto:paula.parker@kent.gov.uk)