

**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 – 13 March 2024

**Subject:** **ADULT SOCIAL CARE AND HEALTH PERFORMANCE Q3 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 3 for 2023/2024.

Adult social care saw the number of people making contact decrease, the number of people in Kent Enablement at Home remain steady and a positive decrease in the number of people in a short term residential or nursing bed, which in turn had a positive effect on those aged over 65 years old who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (ASCH 4).

In adult social care there continues to be areas of increased demand and pressures, with an increasing number of Deprivation of Liberty Safeguards applications received, safeguarding enquiries open, people needing support with a mental health need and in delivering both Care Needs Assessments and Reviews of the Care and 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.

Two Key Performance Indicators (KPIs) are RAG Rated Red; Care Needs Assessments delivered within 28 days continues to be below target, however there was an improvement this quarter, and long term support needs of older people met by admissions to residential and nursing care homes which has moved from Amber to Red. Three KPIs are RAG Rated Amber, one has a significant downward direction of travel and this was for those in a care home with a Care Quality Commission rating of Good or Outstanding, as it was the previous two quarters. 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 3 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 21,000 people contacting them each quarter. In Quarter 3 contact was with 21,246 people. The KPI on the percentage of people who re-contacted adult social care, having had a previous contact resolved with advice and information, moved to 5% re-contacting us, although this is an increase on the previous quarter in the wrong direction (the lower the better) it does remain below the threshold of 9% and continues to be RAG rated Green, indicating that adult social care continue to resolve appropriately on first contact.
- 2.2 Quarter 3 saw adult social care complete 4,340 Care Needs Assessments and for the second successive quarter the number to be undertaken has decreased, 370 less than the previous quarter. Of the incoming Care Needs Assessments for Quarter 2, 71% were completed within 28 days (ASCH 2) which is an increase of 5% on the previous quarter, however this KPI continues to perform below the floor standard of 80% and is RAG Rated Red. The Community Teams in adult social care continue to focus on ensuring people do receive their Care Needs Assessments, with Teams in West Kent completing more Care Needs Assessments than they have incoming, increasingly since August, as they work to ensure people receive them in a more timely manner.
- 2.3 There was a decrease in the number of Carers' Assessments completed by adult social care and the Carers' organisations in Quarter 3, however at 769 completions this was a similar level of incoming demand of 780. This decrease in completion does reflect the decrease in demand.
- 2.4 Following a Care Needs Assessment, 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 16,555 people with an active C&SP at the end of Quarter 3; this is a decrease of 1% on the previous quarter, but is a higher number seen in Quarter 3 compared to the previous year. Not everyone will go on to need a package of care and support and adult social care has seen varying numbers of new care and support packages being

arranged each quarter, in Quarter 2 it was 2,510 with the average weekly cost of a new care and support package being £651.

- 2.5 There was an increase in the number of completed annual reviews of the C&SP to 2,352 in Quarter 3, which was a 10% increase on the previous quarter. However, this remains below the number of ongoing reviews becoming due in Quarter 3 and has meant that the number of people requiring an annual review on the last day of the quarter remains at 6,000. As with the focus on completing Care Needs Assessments, the Community Teams are prioritising delivery of reviews, both the first review at six-eight weeks (which have also increased) and the annual reviews. Delivery of reviews is part of the Performance Assurance Framework.
- 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 3 saw a decrease of 3% on the previous quarter in the number of people actively receiving this support to 1,730. Overall there is an increasing trend in the number of people having KEaH and when comparing this Quarter 3 to last years, there was 10% increase. For Quarter 3, 86% of those in receipt of KEaH had their needs met by this service.
- 2.7 There will be people who 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 another decrease into Quarter 3 of 13% on the previous quarter, with just 1,156 people in a Short-Term Bed.
- 2.8 Reducing the time spent in a Short-Term Bed, and the work by the enablement services, including Occupational Therapists meant that adult social care saw an increase of 2%, with 84% of people aged 65 and over at home 91 days after discharge from hospital having had reablement services (ASCH 4). With winter pressures starting in Quarter 3, work continues with partners in the Transfer of Care Hubs, and cross working with by the Short Term Pathways Teams and Health colleagues.
- 2.9 Since 2019/2020 Kent has consistently had a higher percentage of older people being at home 91 days following discharge from hospital having had reablement services, when compared to national, however, in 2022/2023 Kent had a lower rate at 81% compared to the national rate of 82%. However, Kent remains above the regional value of 79% (ASCOF 2B1)<sup>1</sup>
- 2.10 Direct Payments are nationally recognised as an effective way to enable people to remain independent and in their own homes with clear personal choice of their support. For Quarter 3 this measure is RAG Rated Amber at 25% (ASCH 3), the same delivery as the previous quarter; there were increases in the

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<sup>1</sup> Source: [Measures from the Adult Social Care Outcomes Framework - NHS Digital](#)

numbers of carers, people with learning disabilities and mental needs receiving a Direct Payment.

- 2.11 Kent has consistently had a higher or similar proportion of people receiving Direct Payments when compared to the national proportion. (ASCOF 1C2A) In 2022/2023 Kent had 27% compared to 26% both nationally and for the South East region.<sup>2</sup>
- 2.12 Adult social care has seen increases in the number of people aged over 65 going into long term residential and nursing care. In the 12 months to the end of Quarter 2, the admission rate was 633 per 100,000 of the population and is RAG Rated Red, an increase from 617. In Quarter 2 there was an increase in the number of people moving from a Short-Term Bed to a long-term placement, however this was not the main reason for the overall increase, with an increase in new starts in general accounting for this.
- 2.13 Kent has consistently had a lower rate per 100,000 of older people (aged over 65) going into long term residential and nursing care, when compared to the national rate (ASCOF 2A2). However, in 2022/2023 Kent moved to having a more similar rate at 558.0 compared to the national rate of 560.8. Kent was ranked 80 across the Local Authorities, with a lower rank the better.<sup>3</sup>
- 2.14 The percentage of Kent County Council supported people in a care home with a Care Quality Commission (CQC) rating of Good or Outstanding decreased by 1% on the previous quarter at 75% and continues to be RAG Rated Amber, remaining below target. However, there been a decrease in the proportion of those in an Inadequate home this quarter to 1% from 2% in the previous quarter (ASCH 6).
- 2.15 Currently twelve care homes (four older person care homes and eight learning disability, physical disability, and mental health needs care homes) have contract suspensions in place to prevent further placements. Three of the Learning Disability/Physical Disability/Mental Health Needs homes have suspensions in place due to either refurbishment of the service, pending closure or the service being dormant with CQC. A collaborative approach between Kent County Council, Health colleagues and external agencies is taken to support providers to deliver on comprehensive multi agency action plans to improve CQC ratings.
- 2.16 The number of people accessing support who have a mental health need continues to increase each quarter with 1,429 people being supported by adult social care in Quarter 3. Supporting Independence Services/Supported Living continue to be the most prevalent service provision.
- 2.17 Adult Social Care received 2,441 Deprivation of Liberty Safeguards (DoLS) applications in Quarter 3, which was a 17% increase on the previous quarter. 2,018 assessments were completed, this included applications received within this quarter and in previous ones. Although the number completed is a decrease on Quarter 2, it is an increase on the same quarter last year.

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<sup>2</sup> Source: [Measures from the Adult Social Care Outcomes Framework - NHS Digital](#)

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- 2.18 The number of safeguarding enquiries open on the last day of the quarter has continued to increase. The number open has increased in part due to staffing capacity in teams, the skill mix within teams is varied because of the capacity issues and specific workshops and learning is continuing to support practitioners to be competent in responding to enquiries.
- 2.19 The area referral service/safeguarding transformation project is making good progress. Extensive research with other Local Authorities has informed our way forward and we are working towards Safeguarding Hubs with the optimised staffing levels being part of our Front Door to manage new safeguarding concerns being received. Operational Assistant Directors are beginning to mobilise staff into the area referral service in preparation for the Safeguarding Hubs being fully operational before the end of the financial year. The Strategic Safeguarding Team continue to work with partners on the quality of safeguarding referrals and the online safeguarding form has been revised and streamlined to ensure the right information is being received.

### **3. Conclusion**

- 3.1 Adult social care continues to deal with high levels of demand and pressures across all the teams and areas of delivery and is ensuring these demands are prioritised and risk managed to ensure we meet our statutory duties and keep people safe and independent.

### **4. Recommendation**

4.1 Recommendation: The Adult Social Care Cabinet Committee is asked to <b>NOTE</b> the performance of services in Quarter 3 2023/2024.
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### **5. Background Documents**

None

### **6. Report Author**

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