

**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 – 19 September 2024

**Subject:** **ADULT SOCIAL CARE AND HEALTH PERFORMANCE Q1 2024/2025**

**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 1 for 2024/2025.

Quarter 1 continued an increasing trend in demand for adult social care; Incoming Care Needs Assessments, Safeguarding Concerns received, people needing support with mental health needs and all saw continuations of upward trends.

Adult social care continued to manage these trends. The proportion of Care Needs Assessments delivered in 28 days (ASCH 2), the number of people requiring a review on the last day of the quarter and the number of Care Needs Assessments that needed completing on the last day of the quarter all showed improvements despite the incoming demand. The percentage of people who had their contact resolved but then made contact again within 3 months (ASCH 1) and the proportion of people in receipt of a Direct Payment (ASCH 3) also moved in a positive direction.

**Recommendation:** The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of adult social care services in Quarter 1 2024/2025.

## 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 20,418 people contacted adult social care in Quarter 1. The percentage of people who re-contacted adult social care, having previously had contact resolved with advice and information moved to 4%, which is below the upper threshold of 9% and a decrease from Quarter 4 2023/2024. Each quarter in 2023/2024 was either 4% or 5%.
- 2.2 Where there are recurring contacts, work is ongoing to analyse the arising themes and these are forming part of the work on the new Adult Social Care Connect Service. Guidance is provided to external agencies to assist in signposting people to alternative support where appropriate.
- 2.3 In Quarter 1, adult social care completed 4,824 Care Needs Assessments. This was higher than the volume of Care Needs Assessments incoming in the quarter which meant the number of assessments needing to be completed at the end of the quarter reduced between Quarter 4 2023/2024 and Quarter 1 2024/2025. This is despite a rise in new assessments to be undertaken. 4,817 assessments were incoming in Quarter 1.
- 2.4 The proportion of Care Needs Assessments completed within 28 days (ASCH 2) in Quarter 1 was 75%, 9% higher than the previous Quarter 1 in 2023/2024. This measure now sits at the floor threshold of 75% and is RAG Rated Amber from being previously Red.
- 2.5 Adult Social Care remains committed to, and prioritises, carrying out Care Needs Assessments promptly and actions are in place to meet the rising demand of incoming Care Needs Assessments. Each locality team promotes the use of digital assessment tools and will guide people toward suitable support through enablement and prevention where appropriate.
- 2.6 857 Carers' Assessments were completed in Quarter 1 by both the Carers' Organisations and adult social care. 898 assessments were incoming in the quarter. Engagement events have been delivered by the inclusion team and have provided useful intelligence on the needs of carers and work is currently underway to look at the future offer made to carers.
- 2.7 Following the completion of a Care Needs Assessment, if a person is assessed as having eligible care and support needs they will receive a Care and Support Plan. This plan details how they will be supported and outlines the type of services they may receive. At the end of Quarter 1, 16,880 people had an active Care and Support Plan. 983 of the people supported in Quarter 1 were aged 18-25 and had involvement from the Strengthening Independence Service in the Children, Young People and Education Directorate. Where services are required to meet a person's needs a support package will be arranged. In Quarter 1, 2,017 new packages of care and support were arranged, compared to 2,292 in Quarter 4. These figures are likely to change as the client recording system is updated in the coming weeks. The average weekly cost of a new care and support package rose to £733 in Quarter 1. Often, at the start of a new financial year, the cost of packages is 'uplifted' to

reflect inflation – this will have contributed to the increase seen in the measure from £649 in Quarter 4.

- 2.8 2,315 annual reviews of a Care and Support Plan were completed in Quarter 1. This figure was higher than the number of annual reviews which were scheduled for the quarter, meaning the number of people requiring an annual review to be completed on the last day of the quarter fell by 9% in Quarter 1 to 5,526. A similar pattern can be seen in first reviews due at 6-8 weeks. 2,060 were completed in Quarter 1 and the number awaiting completion at the end of Quarter 1 also fell by 9% to 2,561. Adult social care continue to prioritise working on reviews as part of their Performance Assurance Framework.
- 2.9 The Kent Enablement at Home (KEaH) Service aims to keep people independent in their home with an offer of a short-term reablement service. In Quarter 1, the number of people in Kent Enablement at Home rose to 1,781, the highest level it has been since the beginning of the previous financial year. A 28% increase in people starting the service can be seen as a large contributing factor in this.
- 2.10 Residential or nursing care can be offered to a person on a temporary basis, usually while their long-term needs are assessed but also through planned pathways such as respite. These are arranged both by the community teams and through hospital discharge pathways. There were 1,282 people in Short-Term Beds in Quarter 1, an increase when compared to the previous quarter. The proportion of people in a Short-Term Bed for longer than 6 weeks has decreased for a second successive quarter.
- 2.11 Adult social care work to ensure that people are in a Short-Term Bed for only the time that they need to be. In the latest quarter, 83% of older people (65 or over) were still at home 91 days after discharge from hospital into reablement services (ASCH 4). This measure continues to perform above a floor threshold of 80% but below the 85% target.
- 2.12 Where appropriate, a Direct Payment can be offered to a person with eligible needs and can be an effective means of maintaining a person's independence and giving them clear control over their support. In Quarter 1, 26% of people supported were in receipt of a Direct Payment (ASCH 3). Despite increases in both the proportion and volume of people in receipt of a Direct Payment, this measure remains RAG Rated Amber with a target of 30%.
- 2.13 People aged over 65 will sometimes have their care and support needs met in a residential or nursing setting. In the 12 months to the end of Quarter 4, the admission rate was 612 per 100,000 of the population (ASCH 5). This KPI is now RAG Rated Amber, below the upper threshold of 617 but above the target of 588 per 100,000 population.
- 2.14 A reduction in the number of people who are admitted to a care home is an ambition of the Make a Difference Everyday principals. Adult social care aims to support people independently in their own homes for as long as possible, and this includes maximising enablement opportunities with services such as Kent Enablement at Home, Occupational Therapy, technology and home care.

- 2.15 In Quarter 1, the percentage of people supported in residential or nursing care where the Care Quality Commission (CQC) rating is Good or Outstanding (ASCH 6) rose to 77% - the highest proportion since Quarter 3 2022/2023. Despite this increase, this measure is still RAG Rated Amber. The proportion of people in homes rated Inadequate by CQC remains at 1%, with those rated Outstanding at 2%.
- 2.16 There is ongoing monitoring of care homes with identified concerns in place to support providers in delivering their action plans, to improve the quality of their homes and their CQC rating. It is important to note that when a care home has completed their action plan and made necessary improvements, there can be a delay in CQC reinspecting the home and reviewing their rating.
- 2.17 The number of people accessing adult social care and health services who have a mental health need continues to increase. In Quarter 1, 1,518 people were supported, a 3% increase on the previous quarter. The quarterly figure has risen 20% since Quarter 1 2022/2023.
- 2.18 The upward trend in activity continues to highlight the numbers of people who have a Mental Health need. People are increasingly recognising when they have a need for support for their mental health needs. The introduction of the Mental Health together model sees increased work within Kent and Medway Partnership Trust (KMPT) to redirect people to alternative provisions.
- 2.19 Applications received regarding Deprivation of Liberty Safeguards (DoLS) in Quarter 1 saw a reduction from Quarter 4 but the second highest quarterly total for incoming work we have seen – 2,540 incoming applications. 2,343 applications were completed in the quarter, 16% more than in the corresponding quarter the year before.
- 2.20 The automation of DoLS applications is working well and exploratory work is being carried out. The focus of this work is the impact of the changes and the increase in demand and is being led by the DoLS Head of Service. Dialogue continues with hospitals around applications that come through the hospital pathway.
- 2.21 The number of Safeguarding Concerns received continues to increase, with 5,291 received in Quarter 1. In comparison, Quarter 1 of 2022/2023 saw 3,606 concerns received – a 47% difference. 1,980 (38%) of the Safeguarding Concerns received in Quarter 1 were progressed to further enquiry.
- 2.22 Safeguarding enquiries open on the last day of the quarter also rose to 2,470 at the end of Quarter 1. This is despite 1,696 enquiries being completed – the highest completion volume recorded in a quarter. Work has begun to address the increased number of safeguarding concerns and enquiries open at the end of the quarter. The work started towards the end of Quarter 1 so the impact cannot yet be seen in the quarterly figures.
- 2.23 Once a Section 42 Safeguarding Enquiry has concluded, risk is assessed for the person for whom concern was raised. Quarter 1 saw the proportion of enquiries where risk was removed stay at 30%, with the proportion of enquiries

in which risk was reduced increase 2% to 59%. Enquiries where risk remained reduced to 11%. Where risk remains, adult social care put a plan in place to ensure that all mitigation measures are in position where the person at risk can be kept as safe as possible. Safeguarding audits are carried out on a quarterly basis to review the quality of completed work within Safeguarding. This ensures that good practice is celebrated and any learning is shared with Assistant Directors.

### **3. Conclusion**

- 3.1 Quarter 1 continued an increasing trend in demand translating to pressure across adult social care. Incoming Care Needs Assessments, Safeguarding Concerns received and increasing activity for people with a Mental Health need go some way to demonstrate this position. Despite this, there are improvements in key areas, the timeliness of Care Needs Assessment delivery, the reduction in the number of people requiring a care and support plan review and the number of people being enabled through the Kent Enablement at Home service are examples of good performance in Quarter 1. Work continues within the teams to prioritise the incoming demand so that people are kept safe and maintain independence for as long as possible.

### **4. Recommendation**

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| 4.1 Recommendation: The Adult Social Care Cabinet Committee is asked to <b>NOTE</b> the performance of services in Quarter 1 2024/2025. |
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### **5. Background Documents**

None

### **6. Report Author**

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