

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
November 2024

Subject: **ADULT SOCIAL CARE AND HEALTH PERFORMANCE Q2 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 2 for 2024/2025.

Quarter 2 demonstrated the growing demand across adult social care. Nearly 21,000 people made contact, the number of people with an active Care and Support Plan increased, those supported with mental health needs continued to grow and the number of people for whom safeguarding concerns were raised rose to its highest quarterly level.

Adult social care continued to deliver for the people supported in Kent. 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 safeguarding enquiries open on the last day of the quarter (ASCH19) all showed further improvements despite the incoming demand. The proportion of people who made a repeat contact (ASCH 1) and the number of people in a Short-Term Bed (ASCH 15) both moved in a negative direction and are both areas of business with targeted action taken to address this movement.

Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of adult social care services in Quarter 2 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 In Quarter 2, 20,991 people made contact with adult social care. When someone makes contact, adult social care will endeavour to resolve that contact. The percentage of people who had their contact resolved and made contact again within three months (ASCH 1) rose 2% to 6% in Quarter 2. This has led to the measure moving from Green to RAG Rated Amber, above a target of 5% but below an upper threshold of 9%.
- 2.2 Adult social care continue to design and shape its decision making processes for those making contact, especially the first contact, and is working to implement an understanding of the journey travelled for people who have a recurring contact, this will enable us to pick up on emergent themes and address any gaps in delivery. Training and skills are being developed around professional curiosity and at conversations at the first stage to ensure people's needs are met. Adult social care is also working closely with our communities and partners to embed a prevention first approach.
- 2.3 In Quarter 2, 4,688 Care Needs Assessments were completed by adult social care, which was higher than the volume of incoming assessments within the quarter, at 4,569, meaning the number of assessments needing to be completed at the end of Quarter 2 had reduced.
- 2.4 75% of Care Needs Assessments were completed within 28 days in Quarter 2 (ASCH 2), this is a 4% increase when compared to the same period in 2023/2024. This measure meets the floor threshold of 75% and remains RAG rated Amber.
- 2.5 Adult social care remains committed to, and prioritises, carrying out Care Needs Assessments promptly and actions are in place to meet incoming Care Needs Assessments, as well as re-assessments. Targeted activity has been data driven by the use of Power BI reports. Individual staff members have targets, balanced with other work which needs to be delivered.
- 2.6 Carer's assessments are carried out by adult social care and commissioned Carers Organisations. In Quarter 2, 910 assessments were requested to be undertaken and 879 were delivered. Quarter 2 saw the highest amount of assessment requests since the beginning of the last financial year.
- 2.7 Work has commenced to re-commission the service and as part of this the assessment pathway will be revised. The carer strategy group provides oversight of this activity and has a robust action plan. The introduction of practice assurance panels has also improved the visibility of carer needs.
- 2.8 After completing a Care Needs Assessment, people assessed with eligible care and support needs receive a Care and Support Plan. This plan outlines the support they will receive and the types of services available to them. At the end

of Quarter 2, 16,922 people had an active Care and Support Plan. Among them, 919 people aged 18-25 were supported by the Strengthening Independence Service in the Children, Young People and Education Directorate. When services are required to meet a person's needs, a support package is arranged. In Quarter 2, 2,172 new support packages were arranged, compared to 2,157 in Quarter 1. However, these figures may change as the client recording system is updated in the coming weeks. The average weekly cost of a new support package decreased to £719.

- 2.9 In Quarter 2 2,186 6-8 week reviews of the Care and Support Plan were completed, with the number requiring completion on the last day of the quarter falling by 16%. 2,399 annual reviews of a Care and Support Plan were completed, a slight increase on the previous quarter. The number of people requiring an annual review to be completed on the last day of the quarter fell for the third consecutive quarter. There continues to be targeted work by all the operational teams to complete reviews when they become overdue, with a particular focus on 6-8 week reviews.
- 2.10 The number of people starting Kent Enablement at Home (KEaH) continues to rise quarter on quarter. 14% more people started using the service in Quarter 2 and 1,963 people received the service in total in the quarter.
- 2.11 Sometimes whilst a person's long-term needs are assessed they will be placed in a short term service in a residential or nursing setting. In Quarter 2, 1,369 people were in a short term bed, an increase from the previous quarter. There was an 8% increase in the number of people starting a short term residential or nursing service in the quarter. Ensuring people only stay in a short term residential or nursing bed for as long as they have the need to is a priority for adult social care and the focus is on ensuring people return to their home as soon as possible.
- 2.12 If a person has eligible needs, a Direct Payment can be offered to them. This can help them to maintain their independence and give them clear control over their support. In Quarter 2, 26% of people were in receipt of a Direct Payment with adult social care (ASCH 3). This proportion has remained the same as the last quarter. This measure remains RAG Rated Amber with a target of 30%.
- 2.13 There are occasions where a person who is aged 65 or older will have their needs met by long term admission to a residential or nursing care home (ASCH5). In Quarter 2, 562 per 100,000 population met this criteria, moving this from Amber to RAG Rated Green. Please note that this is likely to move as changes and updates are made to the client recording system and new information is received by adult social care.
- 2.14 The Making a Difference Everyday principles aim to support people to remain in their own homes. Practitioners are exploring alternative options to long term residential or nursing care, for example the use of new technology. Adult social care continue to see hospital discharges convert to longer term placements, often these people have a significant level of need associated with a health condition. Health funding is explored where appropriate.

- 2.15 The Care Quality Commission (CQC) inspect residential and nursing homes in Kent and offer ratings on their findings. In Quarter 2, 76% of people supported by KCC in residential or nursing care were in a setting that was rated either 'Good' or 'Outstanding' (ASCH 6). This measure continues to be RAG Rated Amber, with a 1% decrease since last quarter.
- 2.16 There are currently five Learning Disability, Physical Disability and Mental Health (LDPDMH) residential homes with a Level 3 contract sanction preventing further placements. There are currently three Older Persons residential care homes with a Level 3 contract suspension preventing further placements.
- 2.17 Ongoing monitoring of care homes with identified concerns is in place to support providers to deliver on action plans to improve the quality of the home and the CQC rating. It is important to note 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 the rating.
- 2.18 Quarter 2 continued an increasing trend of people accessing adult social care and health services who have a mental health need. The increase in activity in the most recent quarter is less than that seen in previous quarters, however we still have the highest number seen in Quarter 2. The needs presented vary and include those with co-existing conditions and younger adults who require the support of the multi-disciplinary team to coordinate support.
- 2.19 The number of Deprivation of Liberty Safeguards (DoLS) received increased to 2,672, this is the second highest number of applications received in a quarter. 2,303 applications were completed in the quarter, a 15% increase on the same quarter last year.
- 2.20 In July 2024 over 1,000 DoLS applications were received, 46% higher than in July 2023. The upward trend has continued and, to manage the demand, adult social care has introduced a further model of sustainability for those people who are in receipt of their 4th or 5th DoLS. In addition, a plan for Quarter 3, regarding resources for Authorising DoLS applications has been developed together with a targeted piece of work, focusing on the front door and applications presented. Those findings from this will be reviewed, and actions identified for the senior leadership to consider. Furthermore, in Quarter 3, people who are waiting for an assessment are being monitored, checked upon and adult social care are working closely with care homes for a 3 week period.
- 2.21 When someone is concerned about an adult being at risk of abuse or neglect they may raise a safeguarding concern. In Quarter 1, 5,471 safeguarding concerns were received, the largest volume in a single quarter. If a concern meets the requirements for a Section 42 Enquiry, an enquiry is commenced. Despite the rise of incoming demand, the number of safeguarding enquiries open at the end of Quarter 2 was 21% lower than the previous quarter. Adult social care has been working to ensure active safeguarding work is prioritised and has demonstrated that they are balancing delivering safeguarding whilst experiencing increased demand.

2.22 The level of risk to a person is assessed once a safeguarding enquiry is concluded. Quarter 2 saw the proportion of enquiries where risk was 'removed' increase by 2%. The proportion of enquiries where risk 'remained' also rose by 2%, with risk 'reduced' falling by 4%. When the risk remains, a plan is established to ensure all safety measures are implemented, helping the person at risk stay as safe as possible.

3. Conclusion

3.1 Quarter 2 continued to show increasing demand across adult social care. Key areas to note are that in July 2024 we saw over 1,000 DoLS applications received and over 2,000 Safeguarding concerns received, alongside incoming Care Needs Assessments, Care and Support Plan reviews and new contacts to adult social care. Despite this, the timeliness in which a Care Needs Assessment is carried out was maintained, a greater number of people were enabled through KEaH and the number of people awaiting their Care and Support Plan review reduced. However, there were increases in the number of those accessing Short-Term Beds and returning contacts were more frequent. Adult social care teams across Kent continue to manage and prioritise incoming demand, ensuring the best possible outcomes for the people they support.

3.2 Due to the delayed publication of the Adult Social Care Outcomes Framework for 2023/2024, the next report in March 2025 will show benchmarking of Kent for our national published measures.

4. Recommendation

4.1 Recommendation: The Adult Social Care Cabinet Committee is asked to NOTE the performance of services in Quarter 2 2024/2025
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5. Background Documents

None

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