

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
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To: Adult Social Care Cabinet Committee - 25 November 2020

Subject: Adult Social Care Performance Q2 2020/21

Classification: Unrestricted

Previous Pathway of Paper :Adult Social Care Directorate Management Team – 18 November 2020

Future Pathway of Paper: None

Electoral Division: All

Summary: This paper provides Adult Social Care Cabinet Committee with an oversight of Adult Social Care performance during the first two quarters of 2020/21.

Of the five targeted Key Performance Indicators (KPIs), three were RAG Rated Green. The proportion of older people who were still at home 91 days after hospital discharge having received reablement/rehabilitation services, the proportion of adults with a Learning Disability who live in their own home and the proportion of KCC clients in residential or nursing care where the CQC rating is good or outstanding.

The two remaining KPIs were RAG Rated Amber having exceeded the floor target. 1 KPI is on a downward trend, this measure, the proportion of clients receiving a Direct Payment, experienced a decrease into Q2 2020/21.

Adult Social Care services continue to work within an environment affected by the Coronavirus Pandemic which was reflected by a decrease in contacts and long term service activity in Q1 2020/21, however these are beginning to return to previous activity levels in Q2 2020/21.

Recommendation: The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of Services in Q2 2020/21.

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 (KPIs) for Kent County Councils (KCC) Adult Social Care (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, against agreed targets.

2. Overview of Performance

2.1 There are five targeted KPIs, in Q2 20/21, two were RAG rated Amber having not achieved the agreed target but were still within expected levels. Three were RAG rated Green having met and exceeded the target.

2.2 The majority of activity measures were showing increases in activity or delivery into Q2 20/21 following the impact of the Coronavirus Pandemic in Q1 20/21.

3. Adult Social Care Key Performance Indicators and Activity Measures

3.1. The proportion of people who have received short term services for which the outcomes were either support at a lower level or no ongoing support has been decreasing since January 2020. However, it should be noted that since January, there has been a significant increase in the number of clients receiving services through short term pathways including those being discharged from hospitals due to the Coronavirus Pandemic. This increase indicates that clients with a wider range of needs are now accessing short term pathways which impacts on the overall performance of this indicator. Clients with more significant social care needs are likely to require long term services even after a successful period of short-term care.

3.2 The number and proportion of clients in ASCH receiving Direct Payments decreased in Q2 20/21. Adult Social Care and Health Services are keen to promote the use of Direct Payments to ensure clients benefit from the choice and control over the support they receive. Our 'Making a Difference Every Day' programme will therefore include work to promote the use of Direct Payments

3.3 The proportion of adults with a Learning Disability who are living in their own home or with their family remains stable and in Q2 20/21 was at 79%, just above the target of 77%.

3.4 The proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding was 76% in Q2 20/21 and is in line with the previous quarter and above the target of 75%.

3.5 Where KCC have clients in homes which Requires Improvement or is Inadequate, steps are taken by commissioners to risk assess the situation and use a proportionate contact management approach. For example, a number of providers who have been rated as Requires Improvement will have contract sanctions until evidence of improvement is provided. For those rated as Inadequate, the Council will consider issuing Poor Practice 3 (the contract is suspended and no further placements are made). During Quarter 2, the Council served notice on one provider who was unable to improve the quality of care required by the Council.

3.6 When care homes close or KCC ends a contract, the commissioners work in close partnership with the provider and stakeholders including the CCG, CQC and family members. Family members are given explanations for the closure and KCC work in partnership with residents and their next of kin to decide upon

which care home they will move to, all residents receive an assessment to ensure there is an up-to-date understanding of needs and requirements and options of care homes are based on this.

- 3.7 In Q2 20/21, ASCH experienced an increase in people contacting our services, the number of residents receiving enablement services, the number receiving long term services and the number of carers being identified. This was following the initial decrease shown in activity during Q1 20/21 due to the full lockdown as a result of the Coronavirus Pandemic.

4. Conclusion

- 4.1 Performance of ASCH Services in Q2 2020/21 predominately increased in delivery or activity; where the measures were performing below target or moving in a downward trajectory, ASCH Directors and Senior Management Team are closely monitoring the service area and implementing actions internally or with partners and providers where needed.

5. Recommendations

5.1 Recommendation: The Adult Social Care Cabinet Committee is asked to NOTE the performance of services in 2020/21.

6. Background Documents

None

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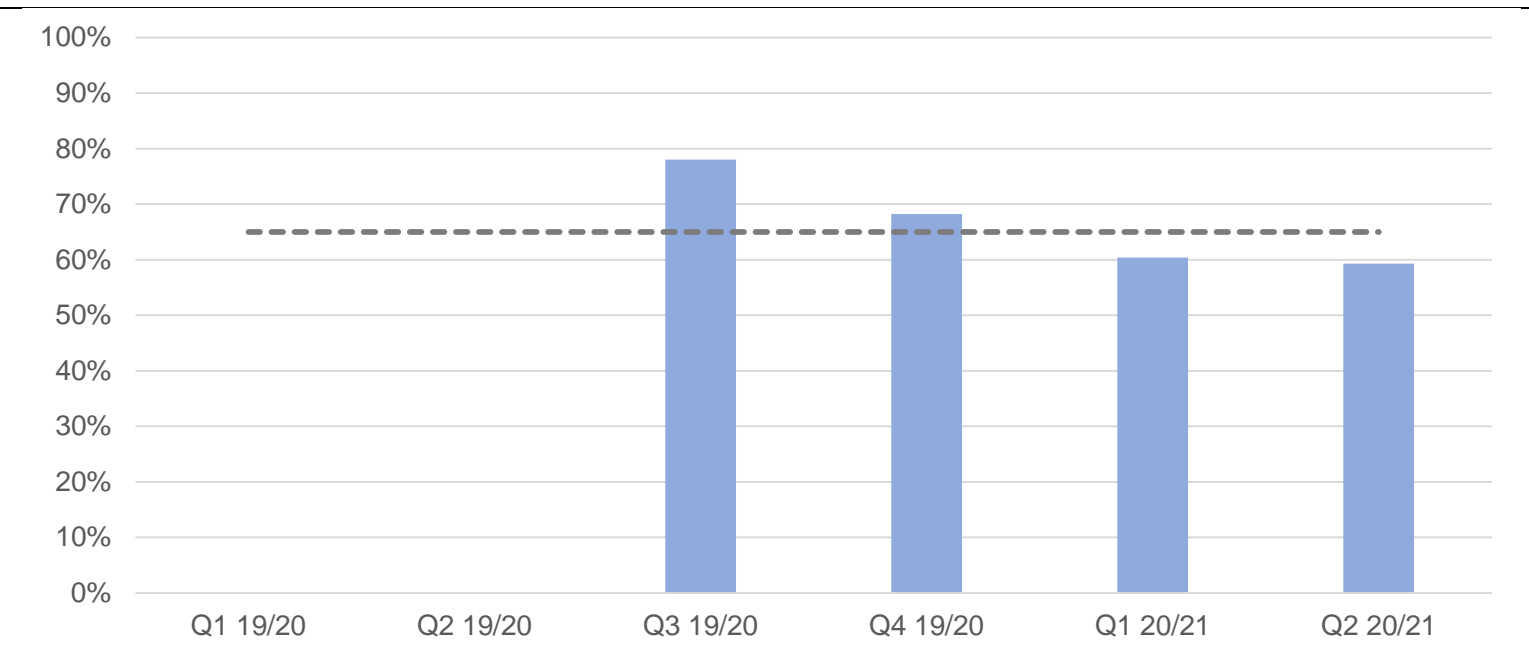
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Appendix 1: Adult Social Care KPI & Activity Performance Q2 2020/21

ASC1: Proportion of people who have received short term services for which the outcomes were either support at a lower level or no ongoing support

AMBER



Technical Notes:

Target set at 65% (dotted line)

The direction of travel is not significant

Short term services include Short term Beds and Enablement services.

Commentary:

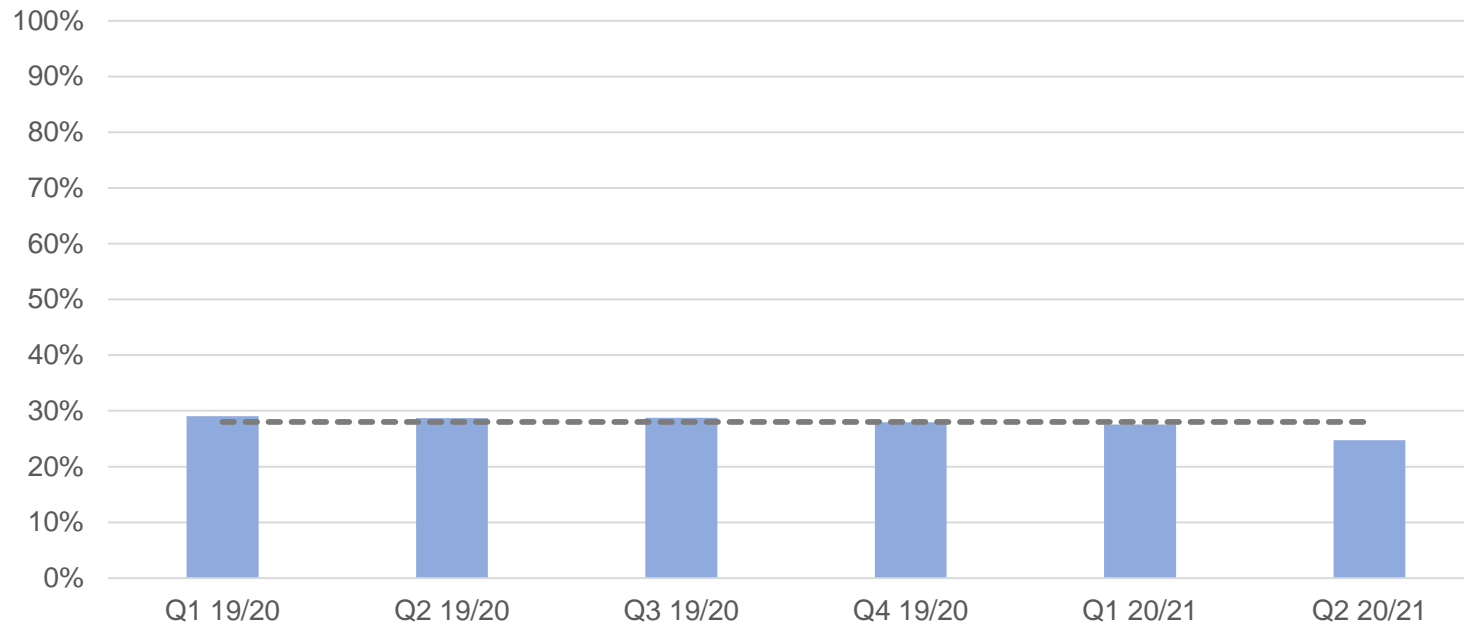
The number of people accessing short term services increased from Q1 to Q2 20/21 by 13%. Although the numbers of those no longer needing ongoing support or requiring it at lower levels increased as well, it was not in line with the increase in those accessing short term services. The numbers of people accessing enablement services is expected to increase further.

The data indicates that over the last quarter there are increases in people moving from short term services to long term services.

Work continues with NHS colleagues and partners on short term pathways to ensure the implementation of the new discharge processes and national policy.

ASC2: Proportion of clients receiving Direct Payment

AMBER



Technical Notes:

Target set at 28% (dotted line)

The direction of travel is on a downward trajectory

Currently does not include Learning Disability clients aged 18-25 with CYPE

Commentary:

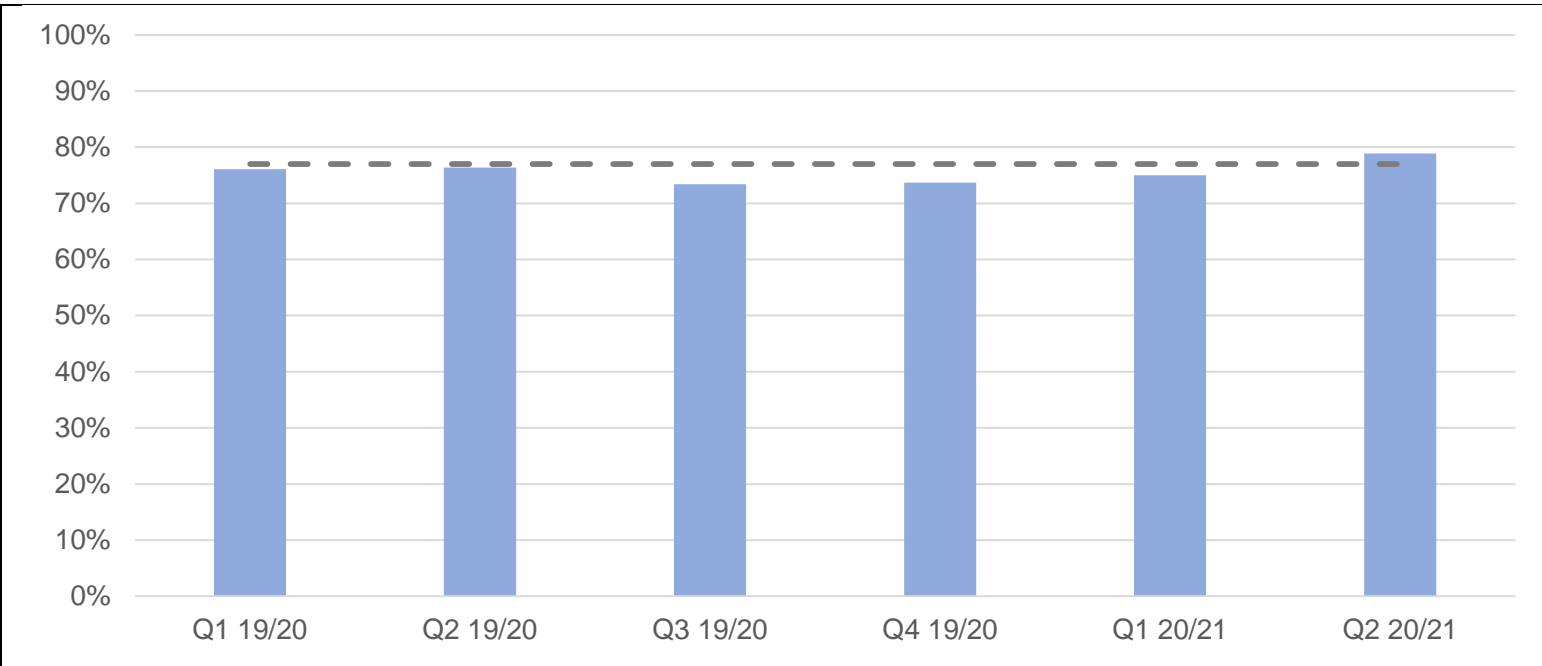
The number of people receiving direct payments decreased by 13% from Q1 to Q2 20/21 and is now just under 2,800.

The number of people receiving Direct Payments has been affected by the Coronavirus Pandemic, where people have needed or chosen to self-isolate and they have not wanted PA's or other workers in their home.

This measure did not achieve the target; however, it remains within expected levels and is above the floor target.

ASC3: The proportion of adults with a learning disability who live in their own home or with their family

GREEN



Technical Notes:

Target set at 77% (dotted line)

The direction of travel is not significant

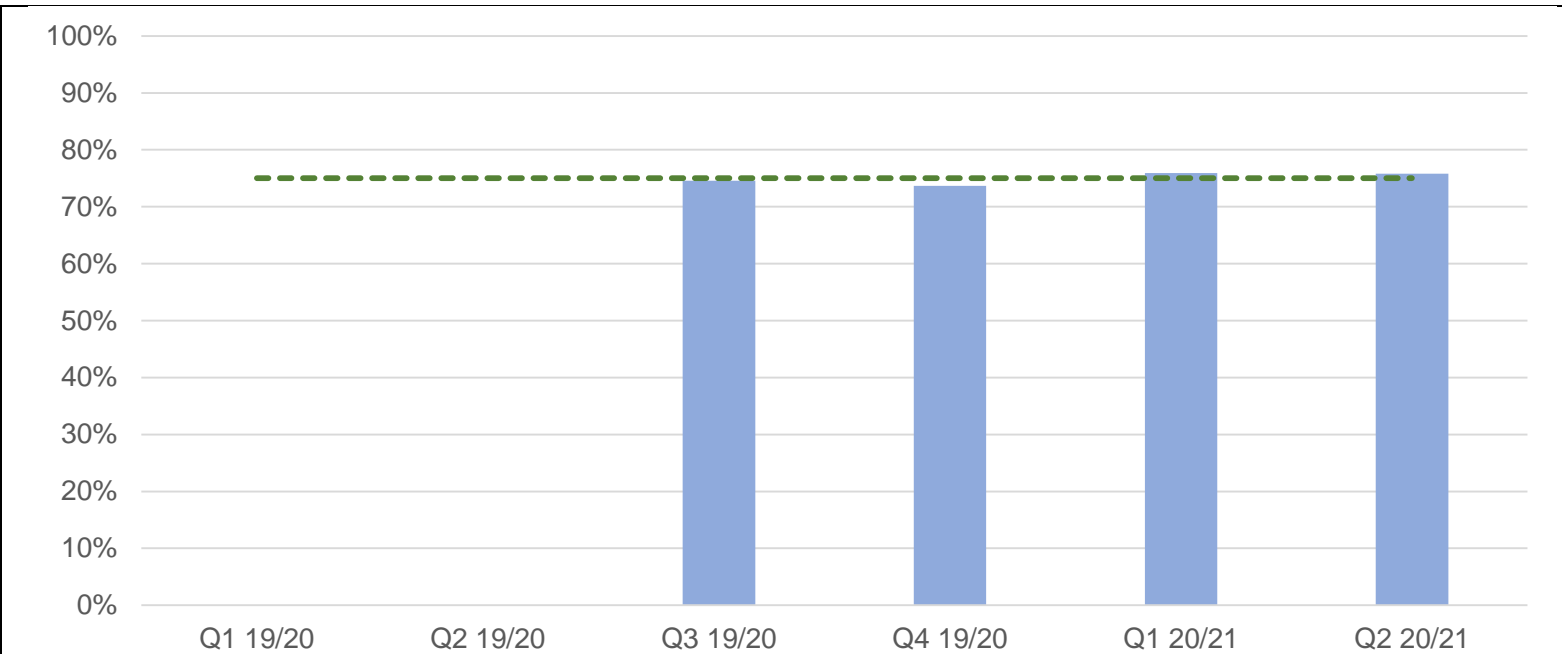
Commentary:

The number and proportion of adults with a Learning Disability who live in their own home or with family increased in Q2 20/21 to 79%.

This is a key outcome measure, having those with learning disabilities in settled accommodation is important not only in keeping them safe, but also reducing social exclusion, promoting choice, and preventing admissions to residential, nursing care or hospital.

ASC4: Proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding

GREEN



Technical Notes:

Target set at 75% (dotted line)

The direction of travel is not significant

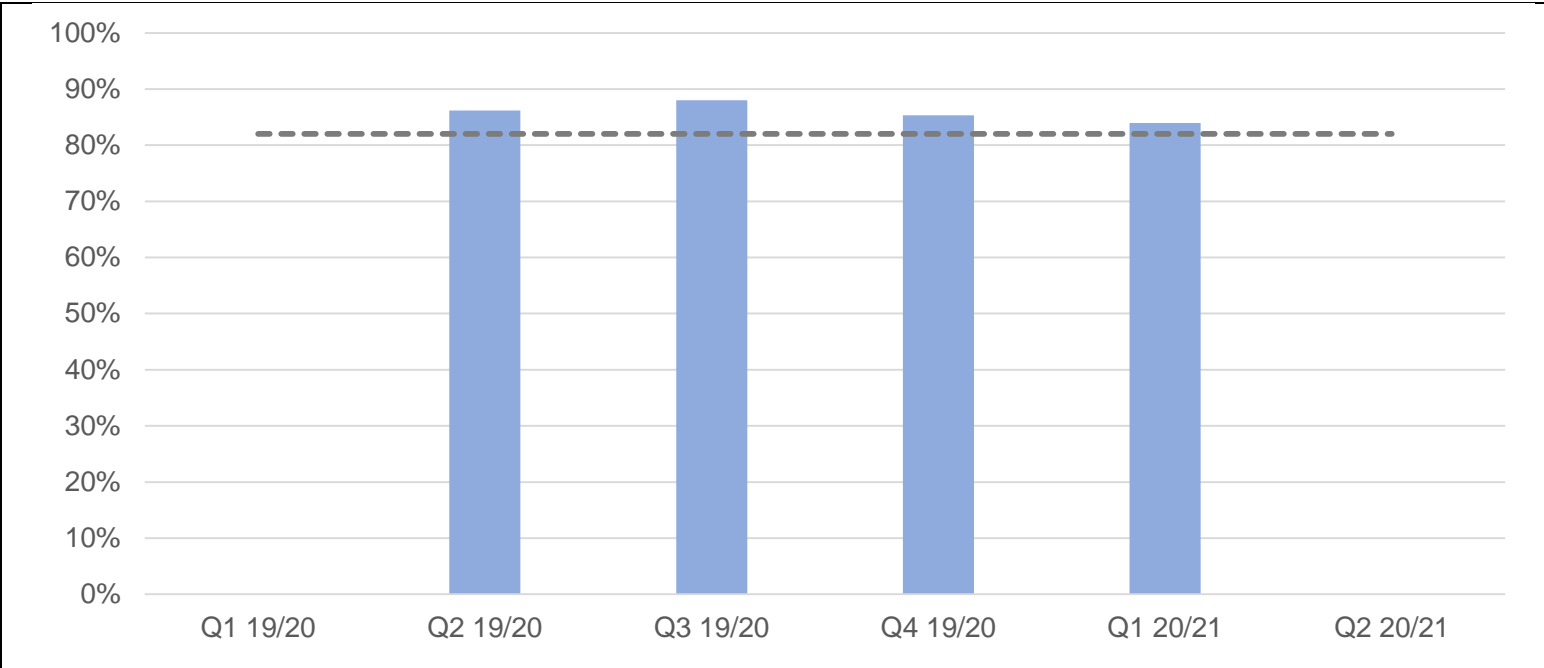
Commentary:

76% of KCC clients are in residential or nursing care where the CQC rating is Good or Outstanding.

In Q2 2020/21, 129 people or 3% of those in residential or nursing care, were in homes that had not yet been inspected.

ASC5: Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services

GREEN



Technical Notes:

Target set at 82% (dotted line)

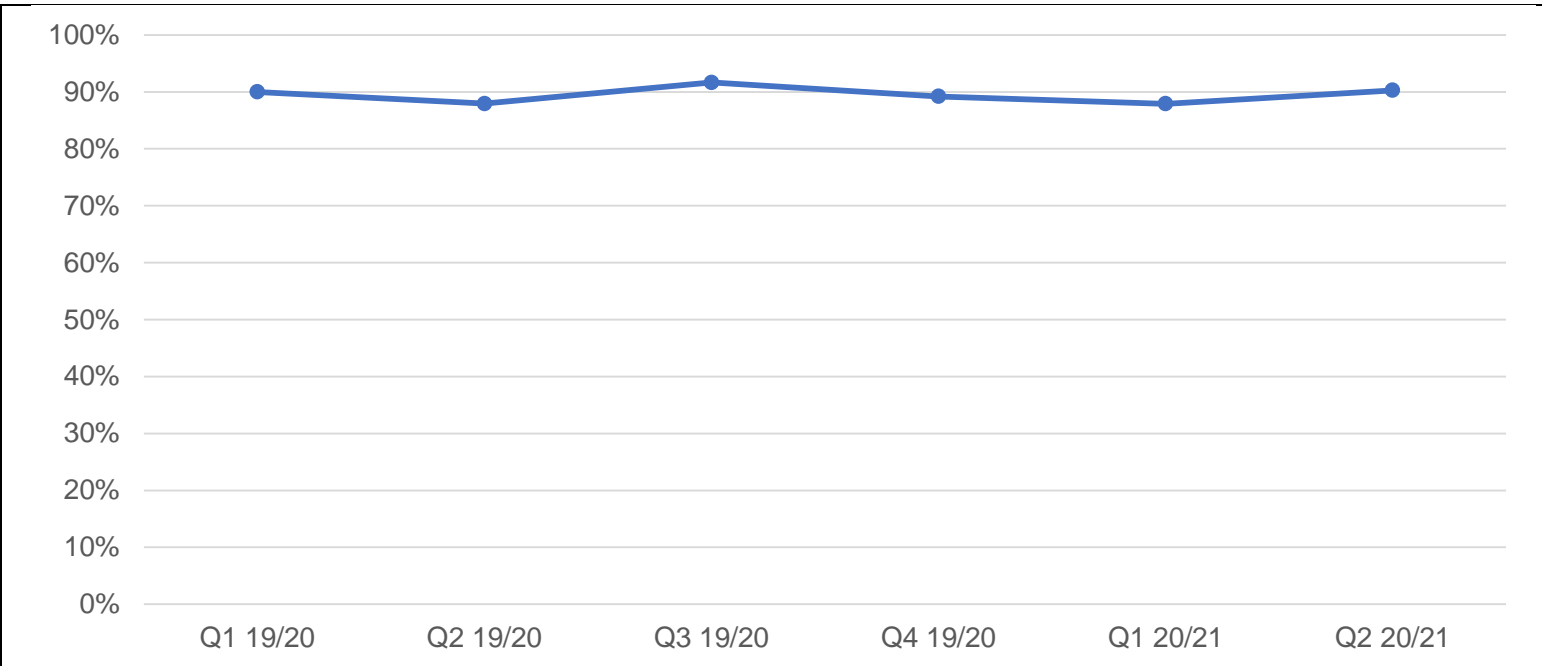
The direction of travel is not significant

KPI runs a quarter in arrears to account for the 91 day time frame

Commentary:

The number of older people being discharged from hospital into reablement / rehabilitation services decreased into Q2 20/21 with 19% fewer people compared to Q1 20/21; the number of people remaining at home also decreased when compared to Q1 however this measure remains above target.

ASC6: % of safeguarding enquiries where a risk was identified and the risk was either removed or reduced



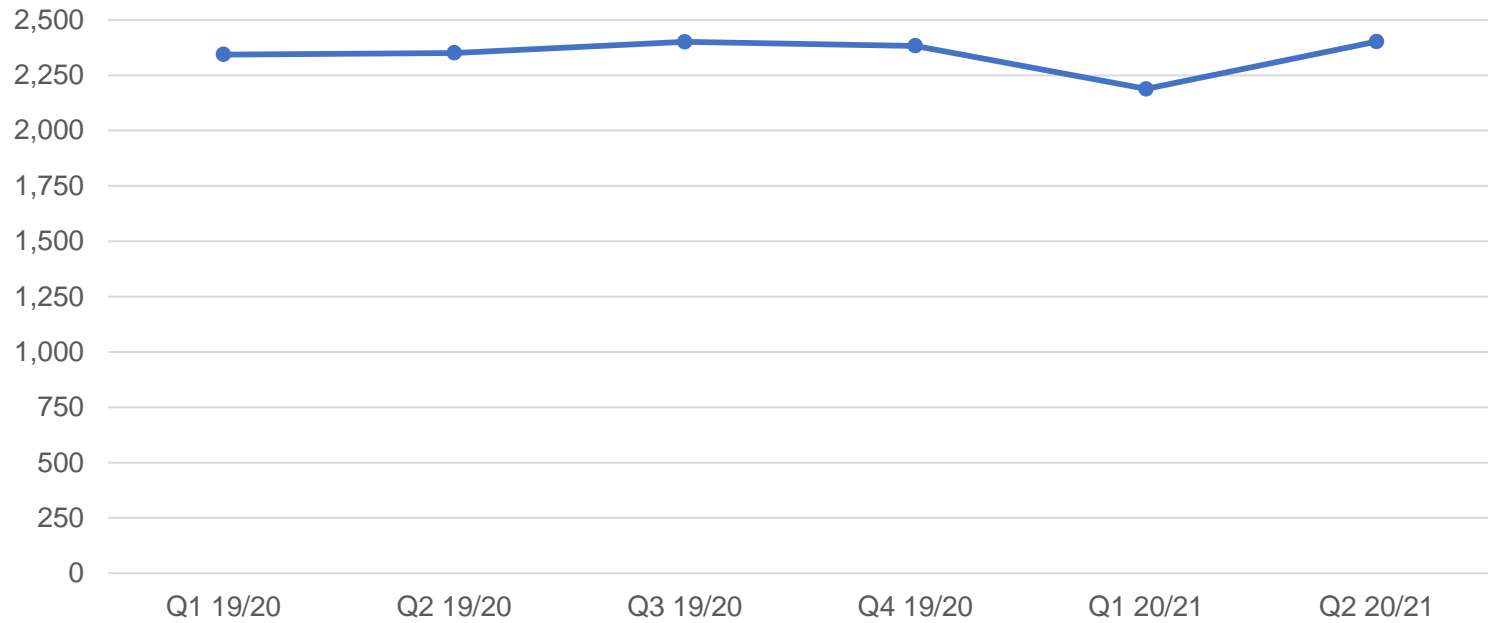
Technical Notes:

Activity measure, no specified target

Commentary:

The measure continues to deliver at high levels with 90% of safeguarding enquiries with a risk identified having the risk removed or reduced in Q2 20/21. Delivery of this measure has varied between 88% and 92%.

ASC7: Number of carers



Technical Notes:

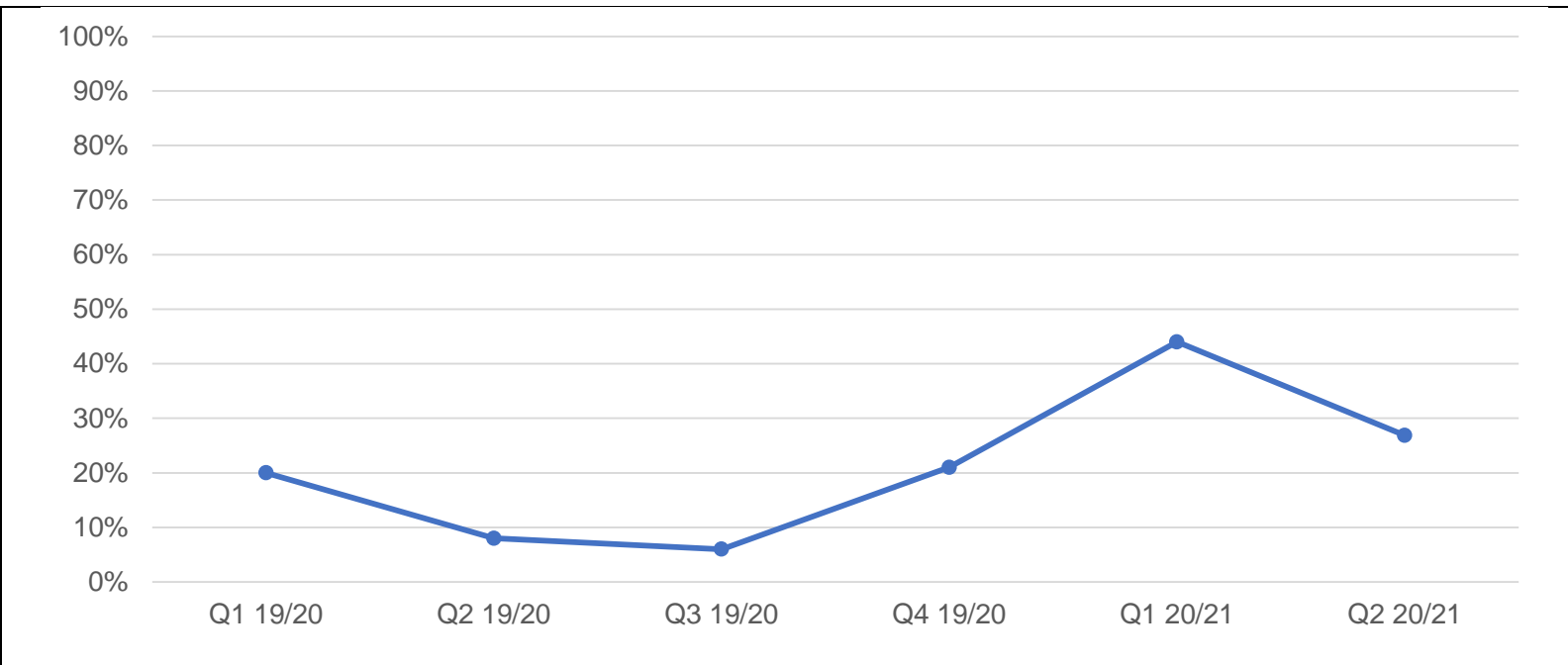
Activity measure,
no specified target

Carers with an
open carer
relationship where
the cared for is in
receipt of service

Commentary:

Following a decrease in the number of carers recorded with KCC ASC in Q1 20/21, the numbers have returned to previous levels in Q2 20/21.

ASC8: % of carers who are receiving service, and who had an assessment or review during the year



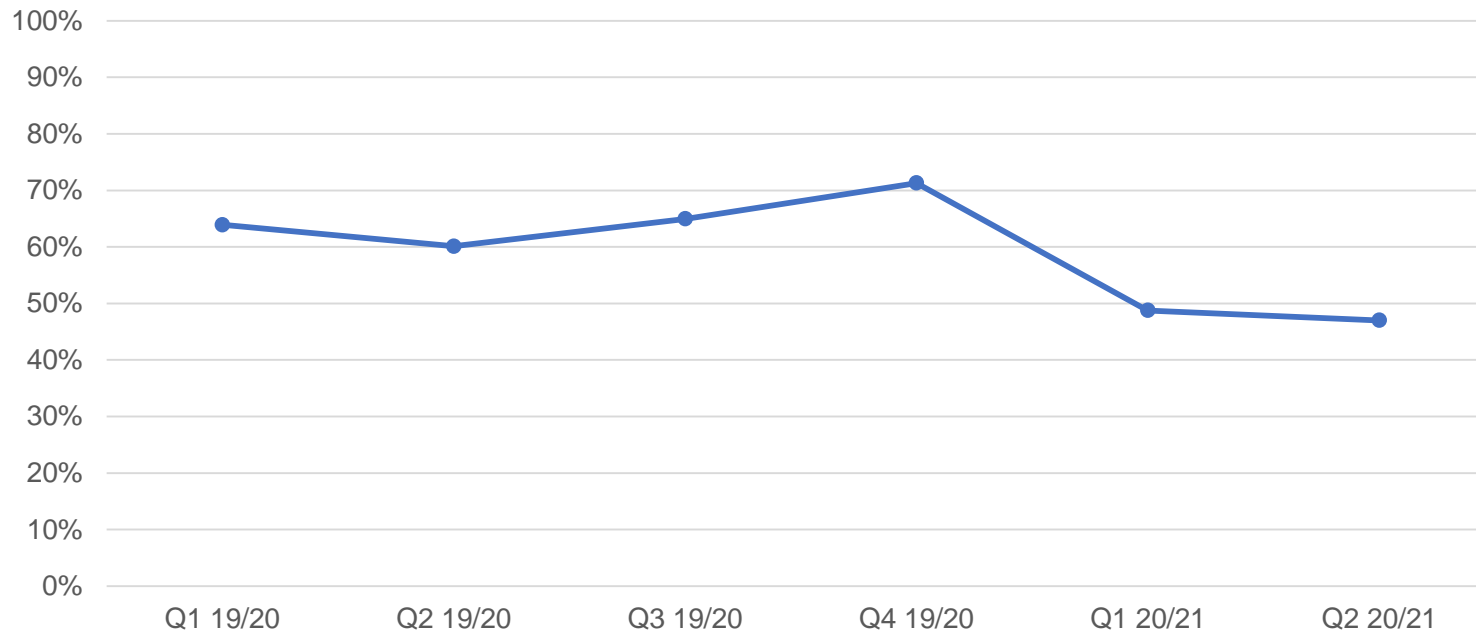
Technical Notes:

Activity measure,
no specified target

Commentary:

Overall, there have been increases in the proportion of carers receiving an assessment or review during the previous 12 months, with Q2 20/21 at 27% up from just 8% in Q2 the previous year.

ASC9: Proportion of complaints upheld (upheld and partially upheld)



Technical Notes:

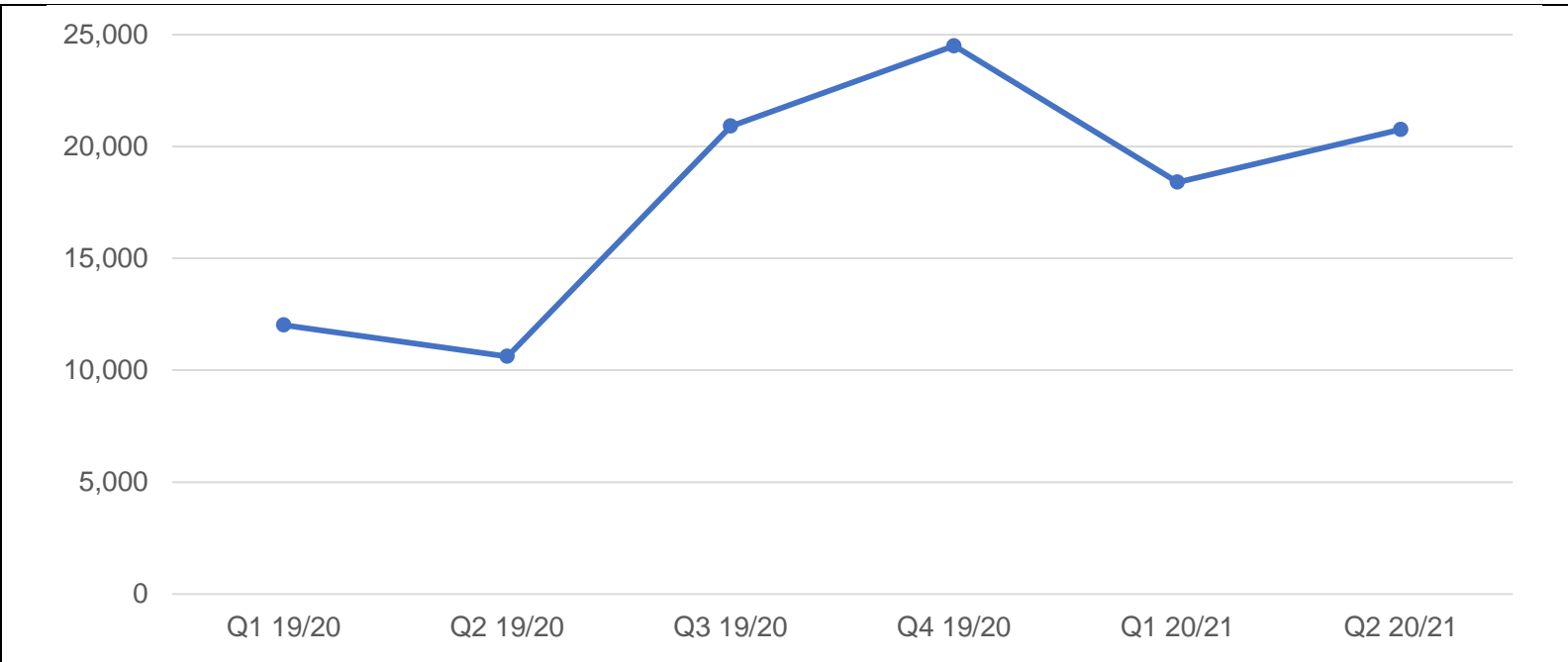
Activity measure,
no specified target

Commentary:

In Q2 20/21, 102 complaints were either fully or partially upheld, out of 217 complaints investigated. The number of complaints investigated has averaged around 240 each quarter, with 147 on average being either partially or fully upheld.

Each complaint is investigated and reported in an open and transparent way, recognising if a failure has occurred or a service was not delivered in an efficient manner; and an apology is offered, a remedy suggested and lessons learned identified. Please refer to the Cabinet Committee Paper Complaints Annual Report.

ASC10: Number of people making contact with ASC



Technical Notes:

Activity measure, no specified target

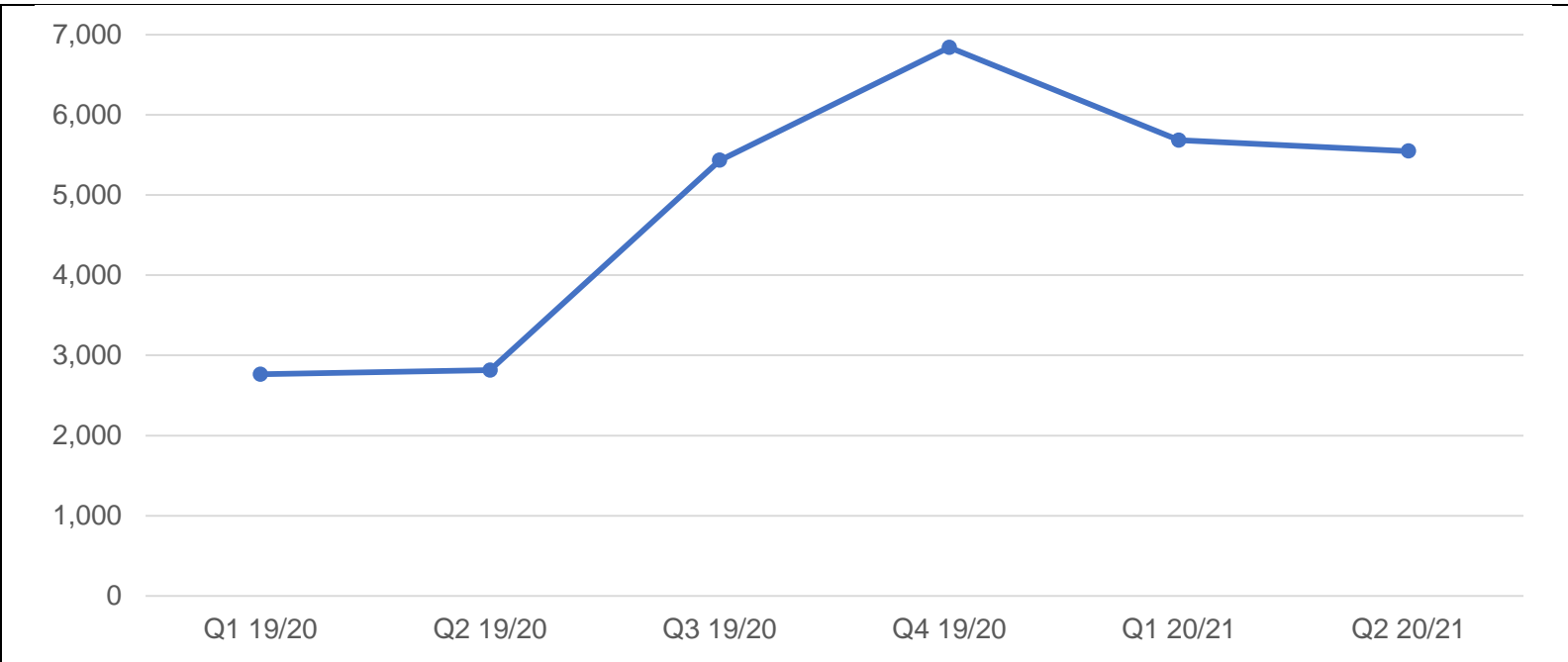
Pre Q3 2019/20 data was recorded on Swift and is showing an under-reporting.

Includes all forms of contact

Commentary:

Following a decrease in the number of people making contact with ASC during Q1, the number increased to over 20,000 in Q2 20/21.

ASC11: Number of assessments delivered (care needs assessments)



Technical Notes:

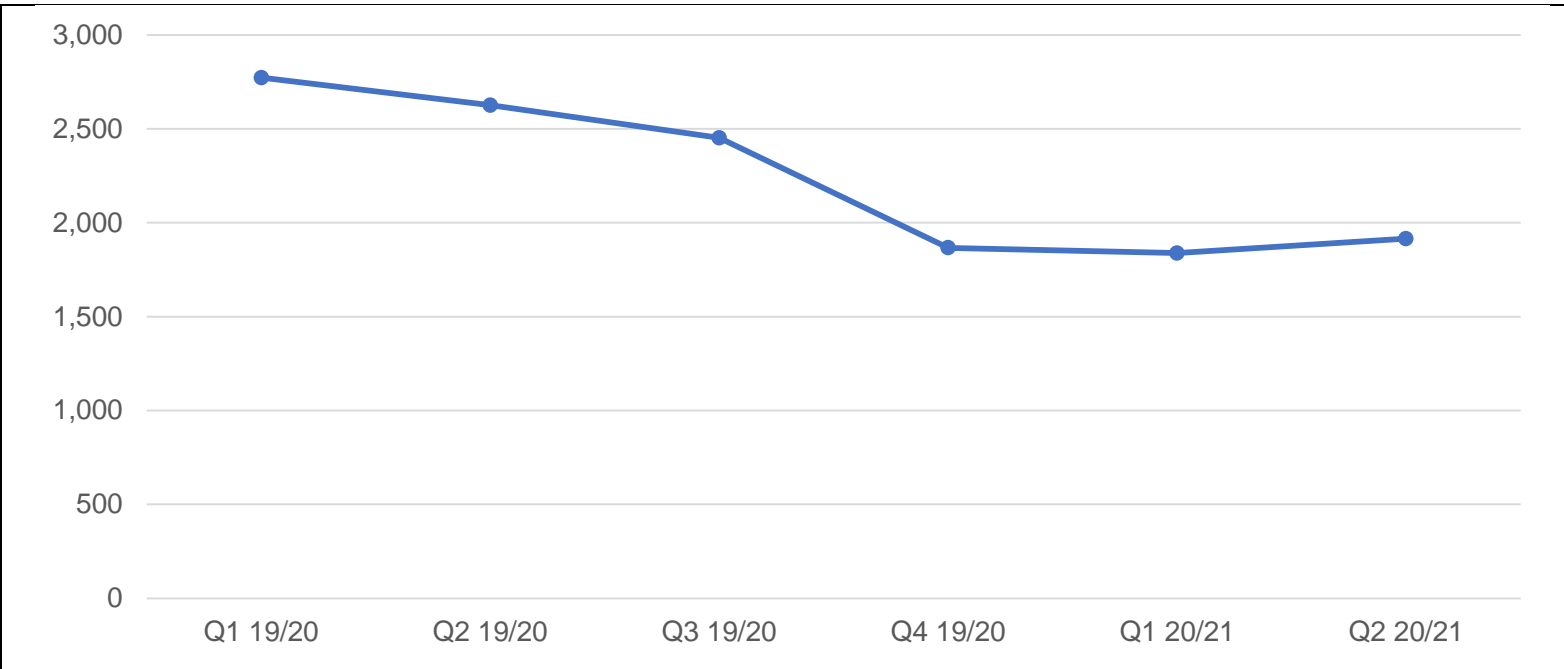
Activity measure, no specified target

Pre Q3 2019/20 data was recorded on Swift and is showing an under-reporting.

Commentary:

The number of care needs assessments delivered in Q2 20/21 was over 5,500. On average over 5,800 assessments were delivered each quarter over the past 12 months.

ASC12: Number receiving enablement



Technical Notes:

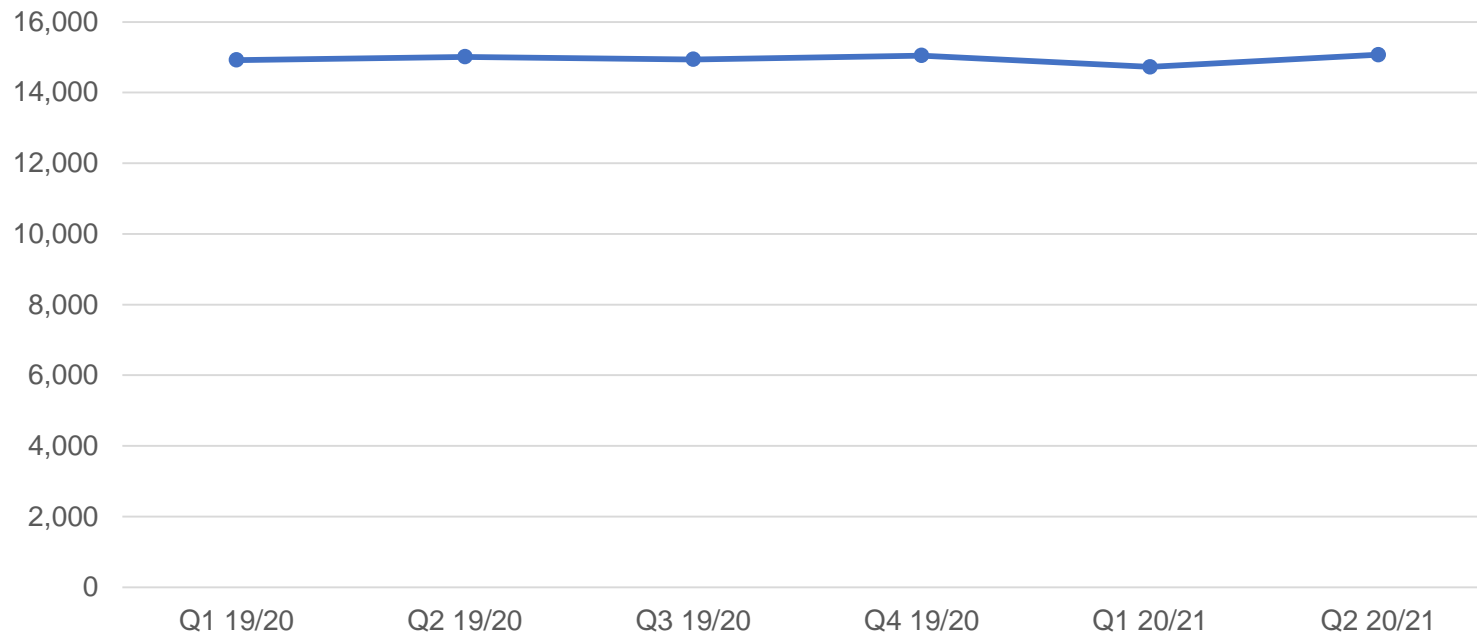
Activity measure, no specified target

People receiving services with Kent Enablement at Home (KEaH)

Commentary:

Nearly 2,000 people received enablement services with the KEaH service in Q2 20/21. This was an increase on the two previous quarters.

ASC13: Number receiving long term services



Technical Notes:

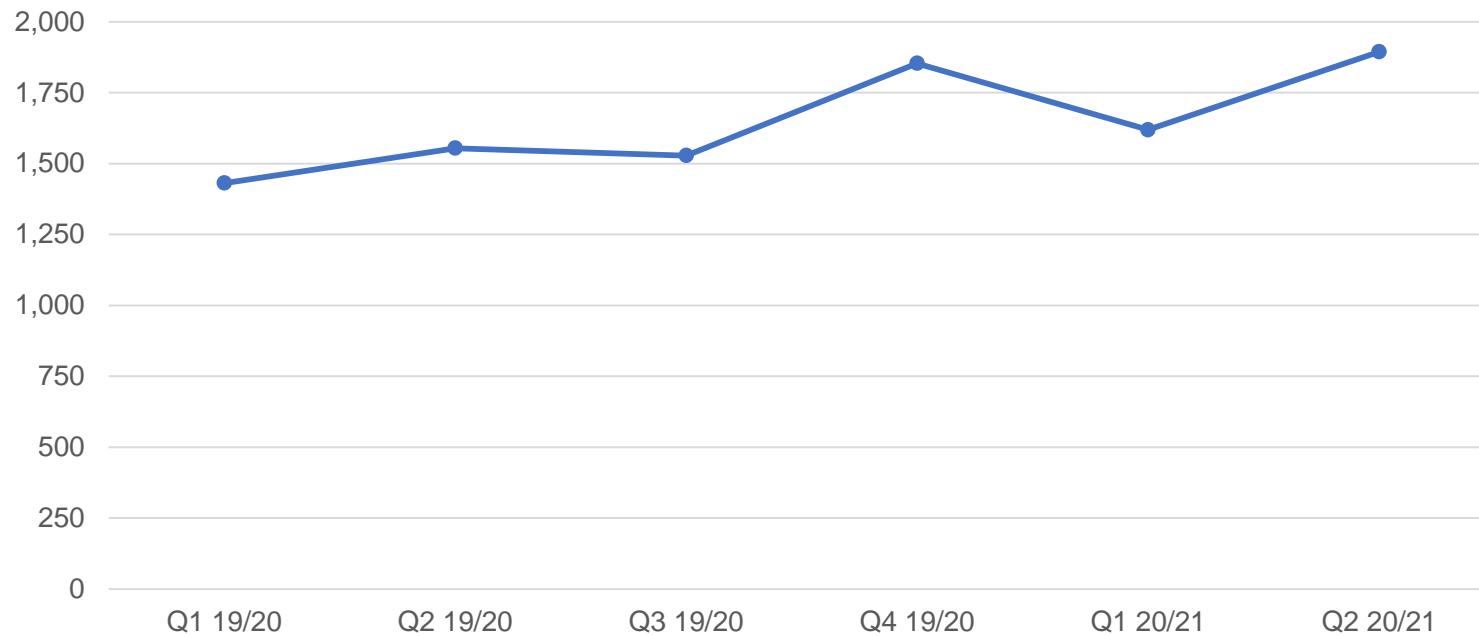
Activity measure, no specified target

Long term services are long term residential, long term Nursing, Homecare, Direct Payment, Shared Lives, Supported Living/SIS & Day Care

Commentary:

Following a decrease experienced in Q1 20/21 during the main Covid-19 lockdown period, the number of those receiving long term services has returned to previous levels. Whilst the numbers of people in residential and nursing services have decreased, the numbers accessing Homecare has increased.

ASC14: Number of DoLS applications received



Technical Notes:

Activity measure, no specified target

Commentary:

Overall, the number of DoLS applications continues to increase and is on an upward trajectory. The number of applications received in Q2 20/21 is an increase of 22% on Q2 19/20. KCC received nearly 1,900 applications in Q2 20/21.