

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

**To:** Adult Social Care Cabinet Committee - 29 September 2021

**Subject:** Adult Social Care and Health Performance Q1 2021/22

**Classification:** Unrestricted

**Previous Pathway of Paper:** Adult Social Care and Health Directorate Management Team

**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 Q1 for 2021/22. The changes in social care activity experienced during 2020/21 due to the pandemic continued. These include the changing profile of long-term services with fewer people receiving residential or nursing care being mirrored with an increase in people receiving community services. In addition, we continue to experience an increase in Deprivation of Liberty Safeguard Applications and an increase in people receiving our support with a mental health need.

Four of Adult Social Care and Health's Key Performance Indicators were RAG rated Green having met their targets. These were the proportion of people in receipt of short-term services where the intention is to have no or lower levels of support, people with learning disabilities in settled accommodation, people in residential or nursing care rated good or outstanding by the Care Quality Commission and those still at home 91 days after a hospital discharge receiving an enablement service.

The fifth indicator is the proportion of people with a Direct Payment which is RAG rated Amber, having not met target but not fallen below the floor standard. Performance on this measure has remained stable over the last nine months, and Adult Social Care and Health has a series of actions in place to increase the offer and take up of Direct Payments.

**Recommendation:** The Adult Social Care Cabinet Committee is asked to **NOTE** the performance of services in Q1 2021/22 and the addition of the Mental Health activity measure for 2021/22.

## **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 and Health (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, one was RAG rated Amber, having not achieved the agreed target but still within the expected levels. Performance for this Direct Payment measure remains consistent from last quarter. Four were RAG rated Green, having met and exceeded the target.
- 2.2 ASCH continues to work in an evolving environment during the pandemic, with variances in activity across the year mirroring the series of lockdowns in Kent. Q4 20/21 had higher numbers of contacts, an increased number of residents identifying themselves as Carers, ongoing increases in Deprivation of Liberty Safeguards (DoLS) applications and a shift in the long-term services profile from residential and nursing to community-based services. There were peaks, specifically in March, and this may reflect behaviour changes and access to family members following the announcements of shielding being ended, increased vaccinations and lockdown easements dates announced with the ability for one visitor to visit people in care homes.
- 2.3 This changed activity was sustained through Q1 21/22 with
  - increasing numbers of DoLS applications, at a higher level than any of the previous quarters;
  - a continuing increased proportion of people in long term services within the community; and
  - more people accessing short-term services where the intention is to have no or lower levels of support.
- 2.4 ASCH saw a dip in the number of people identifying themselves as Carers in the last quarter. A review of the Kent Carers' Strategy, which details how Carers' support is provided, is underway and due to be concluded sometime in early 2022. Carers will be involved in the review with the intention of developing a co-produced Carers' Strategy for the future.
- 2.5 In addition ASCH is due to deliver the National Carers Survey in the next six months whereby Carers will be asked a series of questions on their experience of ASCH with new additional questions relating to their experience during the pandemic. Kent County Council will also be one of the pilots for a national initiative for developing an online version of this survey with the intention of increasing participation.

### **3. Adult Social Care and Health Key Performance Indicators**

- 3.1 The number of people in receipt of short-term services, such as short-term beds and enablement services, where the intention is to help people remain independent, increased on the previous quarter, with over 1,400 people accessing these services. Of these, over 900 people left this service either needing a lower level of support than they received initially or needing no further support from ASCH. This measure now sits at 67% having improved since the pressures felt on these services during the pandemic. Where people did need more or ongoing support, 88% received this via community services.
- 3.2 The proportion of people in receipt of a Direct Payment during Q1 20/21 continued at 24%. However, we continue to see a number of new people preferring to take the option of a direct payment, particularly Carers, adults with learning disabilities and older people.
- 3.3 The proportion of people with learning disabilities who live in their own home or with family remains above the target of 77%; ASCH actively support and enable adults with learning disabilities to remain in their home or with family through their person-centred approach to assessments and work.
- 3.4 KCC continues to work closely with the Care Quality Commission (CQC) and providers of residential and nursing services to ensure and improve the levels of quality in the care homes where people placed with ASCH reside. 80% of our people continue to reside in CQC residential and nursing services rated as good or outstanding by the CQC.
- 3.5 The number of older people (those aged 65+) who accessed a reablement/rehabilitation service following a hospital discharge increased by 12% on the previous quarter; of over 900 people in Q4 20/21 (the measure runs a quarter in arrears), nearly 800 were still at home 91 days later (86%). ASCH continues to work closely with NHS and Clinical Commissioning Group (CCG) colleagues to ensure pathways are clear and effective for people moving across different types of service provision.

### **4. Adult Social Care and Health KPIs and Activity Measures 2021/22**

- 4.1 Annually the KPIs and activity measures presented to Cabinet Committees are reviewed; ASCH intend to keep the measures presented to this Cabinet Committee as they currently stand, with the addition of one new activity measure.
- 4.2 This new activity measure focuses on Mental Health; even prior to the pandemic the number of people active with ASCH with Mental Health needs was increasing and has remained so throughout the pandemic, from which nationally there was an increased focus on raising awareness of Mental Health and ensuring people receive the help they need. The increases now indicate an increasing Mental Health need, of those seeking support, in the Kent population, but also an increasing demand on ASCH Services. The measure is to be:

*“The number of people accessing ASC Services who have a Mental Health need”.*

## **5. Conclusion**

- 5.1 ASCH continues to respond to a changing pattern on demand and activity following the pandemic, with delivery on the KPIs either above target or the floor target and only two showing a minimal single quarter downward trajectory.
- 5.2 Increases in activity and demand in Q4 20/21, specifically in March 2021, are being considered alongside the lockdown and shielding easement announcements, increased vaccinations and demand that may have been suppressed during the year; with further increases in some areas of demand in Q1 21/22, such as DoLS applications and those in receipt of short-term services.

## **6. Recommendation**

6.1 Recommendation: The Adult Social Care Cabinet Committee is asked to <b>NOTE</b> the performance of services in Q1 2021/22 and the addition of the Mental Health activity measure for 2021/22.
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## **7. Background Documents**

None

## **8. Report Author**

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