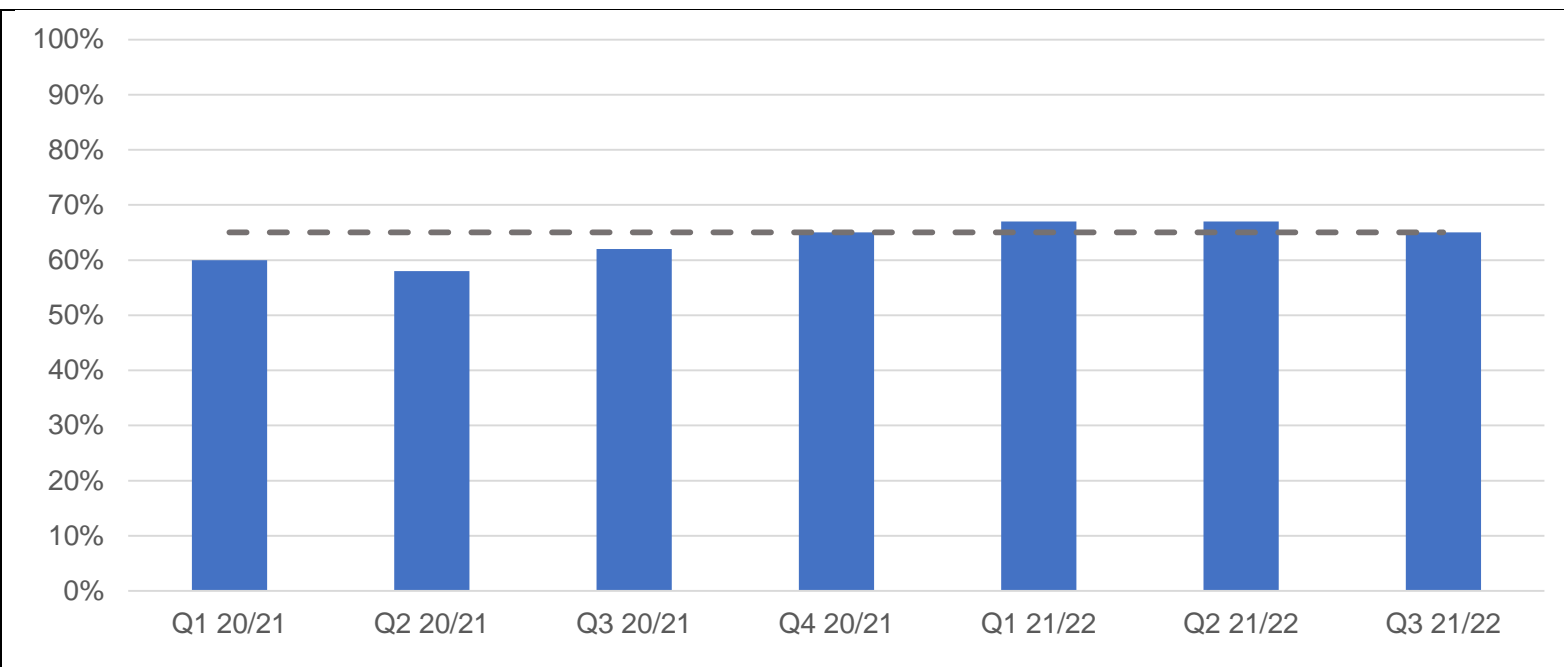


Adult Social Care KPI & Activity Performance 2021/22

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

GREEN



Technical Notes:

Target set at 65% (dotted line)

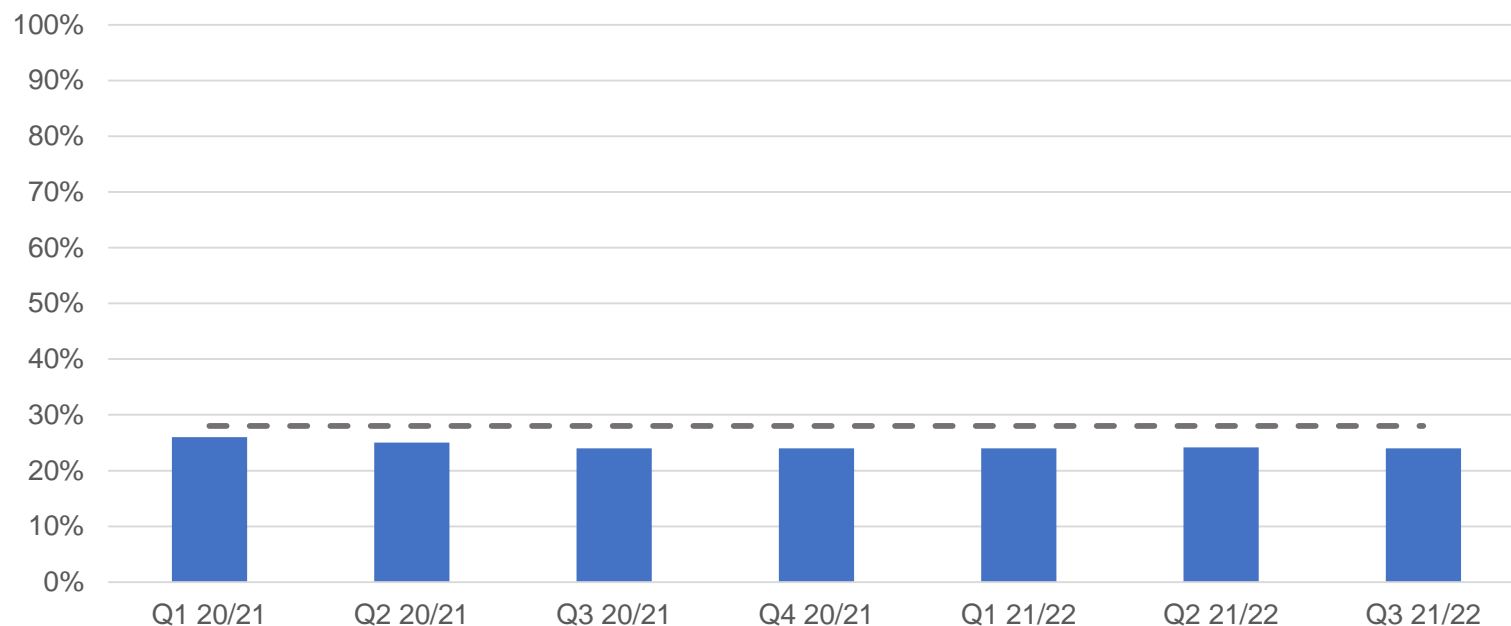
Short term services include Short Term Beds and Enablement services.

The Direction of Travel is not significant.

Commentary:

The proportion of people needing either no support or support at a lower level having received Short Term Services decreased to 65% in Q3 21/22, when compared to the previous quarter. Whilst it is a higher proportion this quarter 3 compared to the same time period last year, there was a decrease in the number of people in these short term services

Over 1,200 people accessed Short Term Services during this quarter with nearly 800 people not needing further support or needing support at a lower level. Of the people who did need further support at a higher level, 88% went on to receive this with ASCH Community services, with the remaining 12% receiving Long Term Residential or Nursing support.

ASC2: Proportion of clients receiving Direct Payment**AMBER****Technical Notes:**

Target set at 28%
(dotted line)

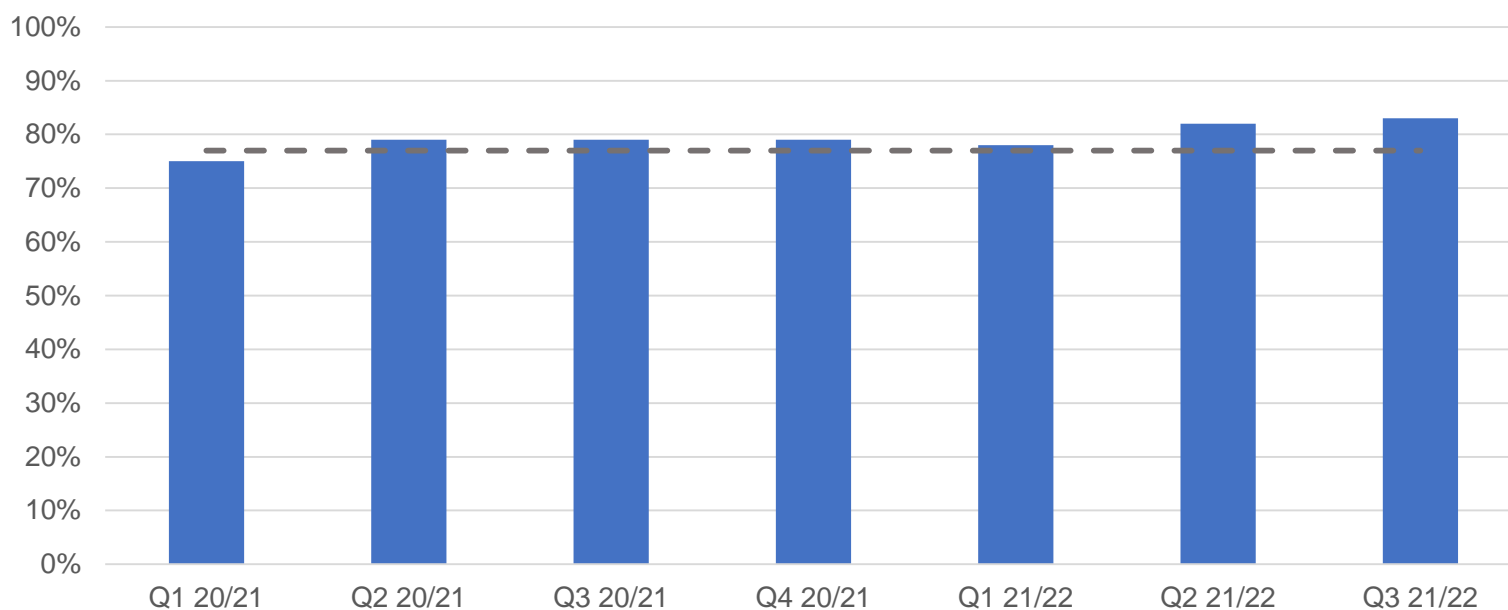
Currently does not
include Learning
Disability clients aged
18-25 with CYPE.

Overall the downward
Direction of Travel is
significant.

Commentary:

The proportion of people in receipt of a Direct Payment remained consistent from quarter to quarter, however there have been small increases in the number of people with a Direct Payment over the last 2 quarters, unfortunately not enough to increase the proportion. From the 2020/21 nationally published Adult Social Care Kent activity, Kent ranked 59th of 150 and was above National levels.

Direct Payments are being actively promoted for people whose care provider is no longer able to deliver or for those people for whom we have not yet identified care and support.

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

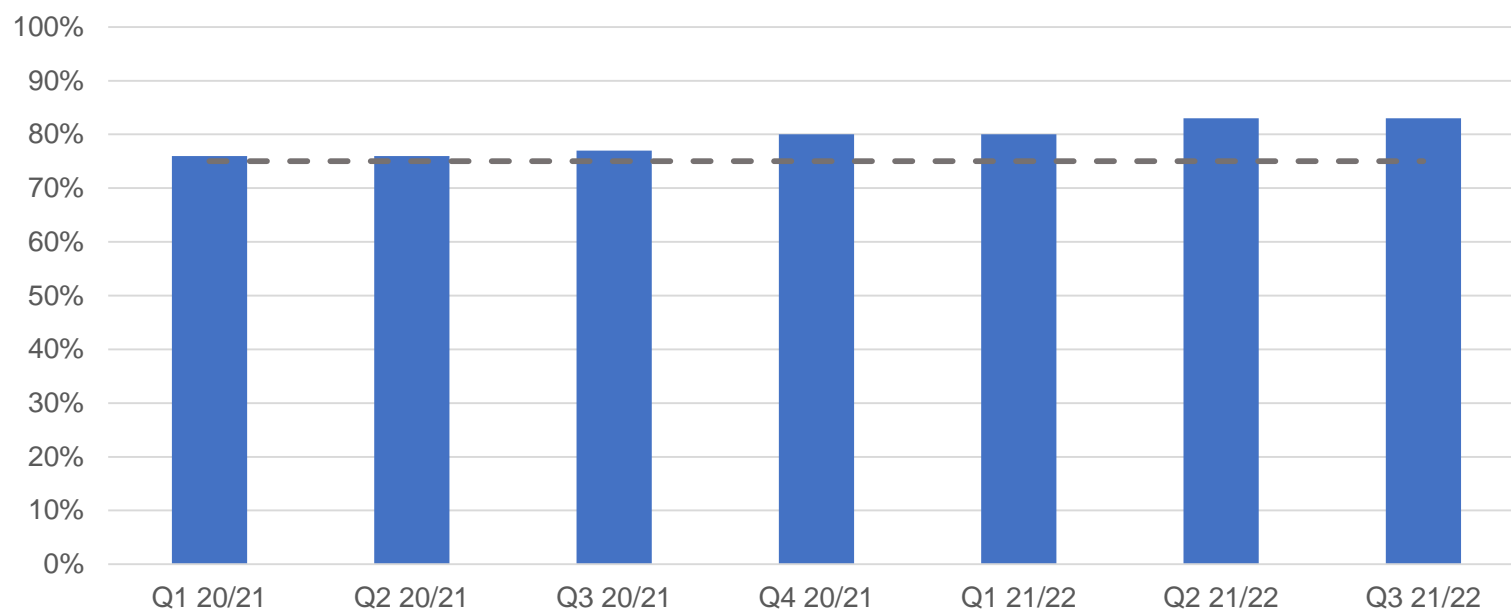
Target set at 77%
(dotted line)

The Direction of
Travel is not
significant.

Commentary:

The proportion of people with learning disabilities in settled accommodation increased to 83% in Quarter 3, up 1% from the previous quarter. Kent compares well to both the National (78.3%) and SE Region (75.6%) position on this measure in 2020/21.

The outcome of all care needs assessments will be focussed upon the provision of person-centred outcomes and we actively support and enable adults with a learning disability to remain in their own home or with their family, as opposed to hospital or residential care.

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

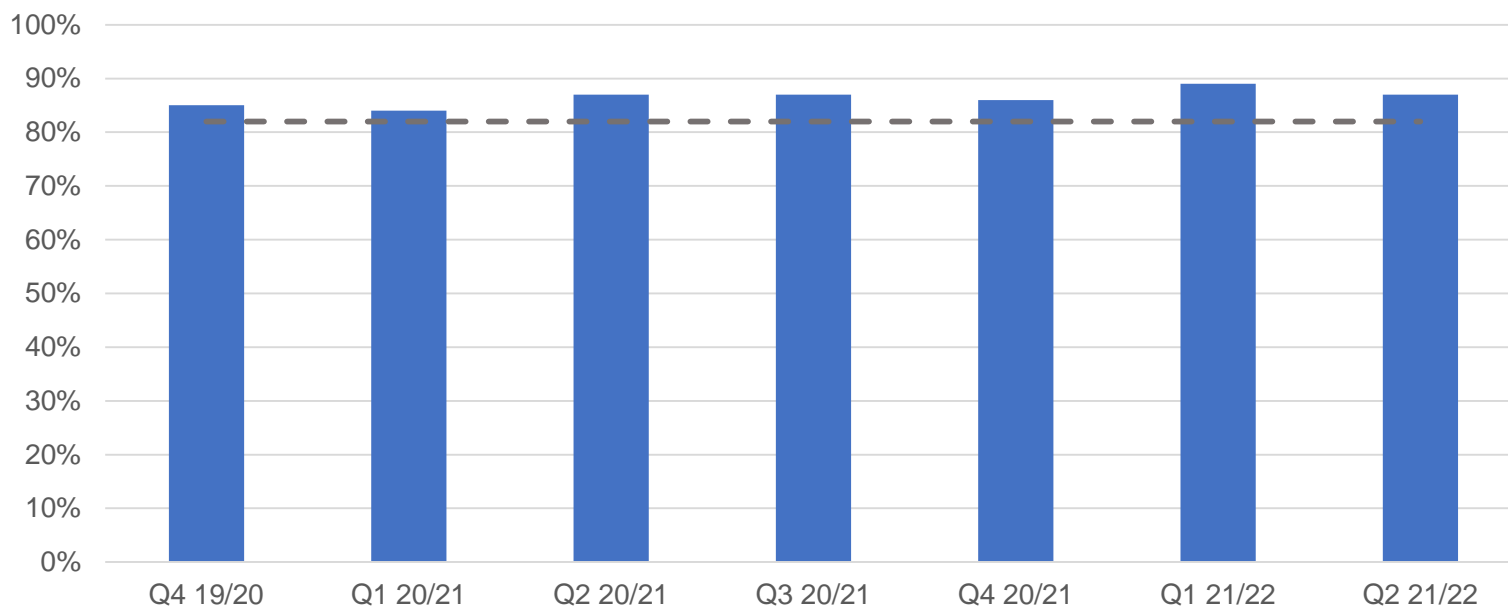
Target set at 75%
(dotted line)

The Direction of
Travel is significant.

Commentary:

The proportion of people in a good or outstanding residential or nursing services continues at 83% in Quarter 3; this is for all those in short term placements and long term services.

KCC continues to work closely with the CQC and providers to improve the levels of quality in the care home market; The Care Home Support Team provide advice and support to ensure that effective action plans are in place that respond to CQC findings. The focus is on homes with a CQC rating of "Requires Improvement" but also considers homes with a poor CQC rating history or rated Red on the KCC Care Home Risk Matrix. The data has then been triangulated with intelligence from standard monitoring processes to ensure resource is focused effectively.

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)

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

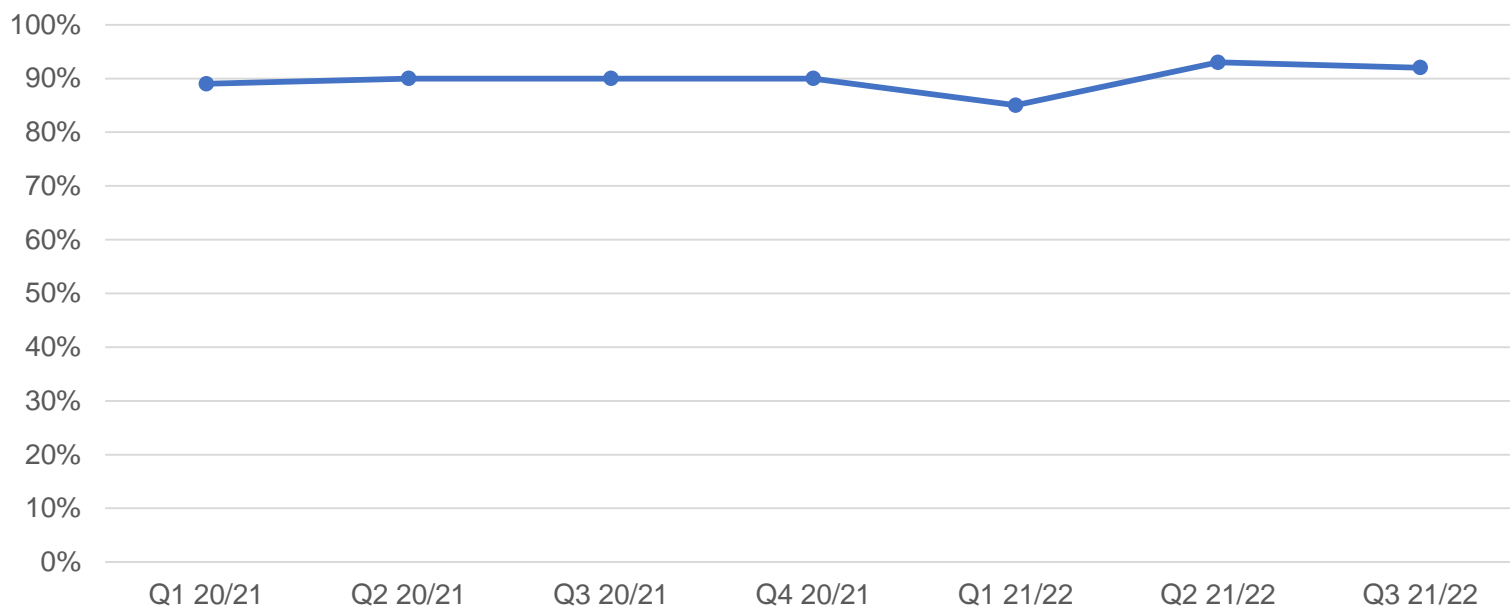
The direction of travel is not significant.

Commentary:

In Quarter 3 there was a decrease in the number of people who had been discharged into reablement services compared to previous quarters, and of these a lower proportion of them were still at home 91 days later.

Performance on this measure remains above the target of 82%.

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

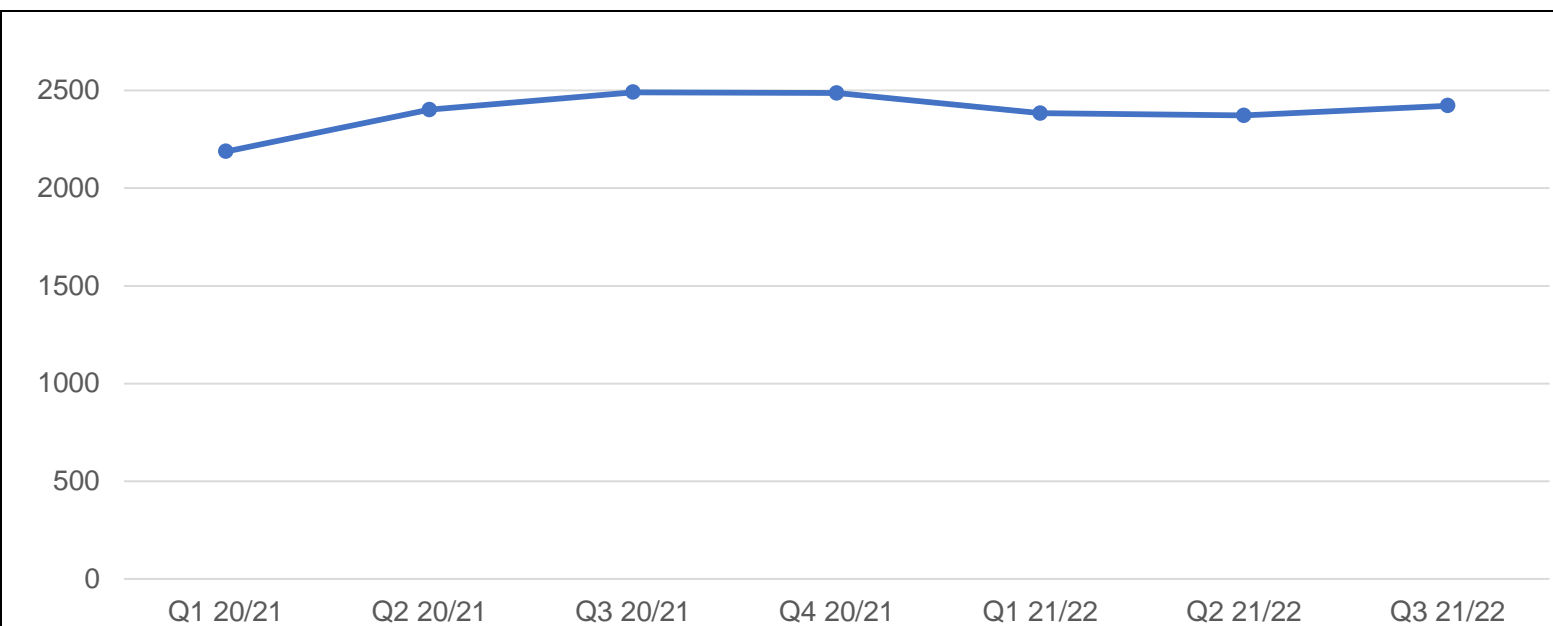


Technical Notes:

Activity measure, no specified target

Commentary:

ASCH continue to work with vulnerable people to ensure that if the risk remains it is done so with the individual's knowledge and consent.

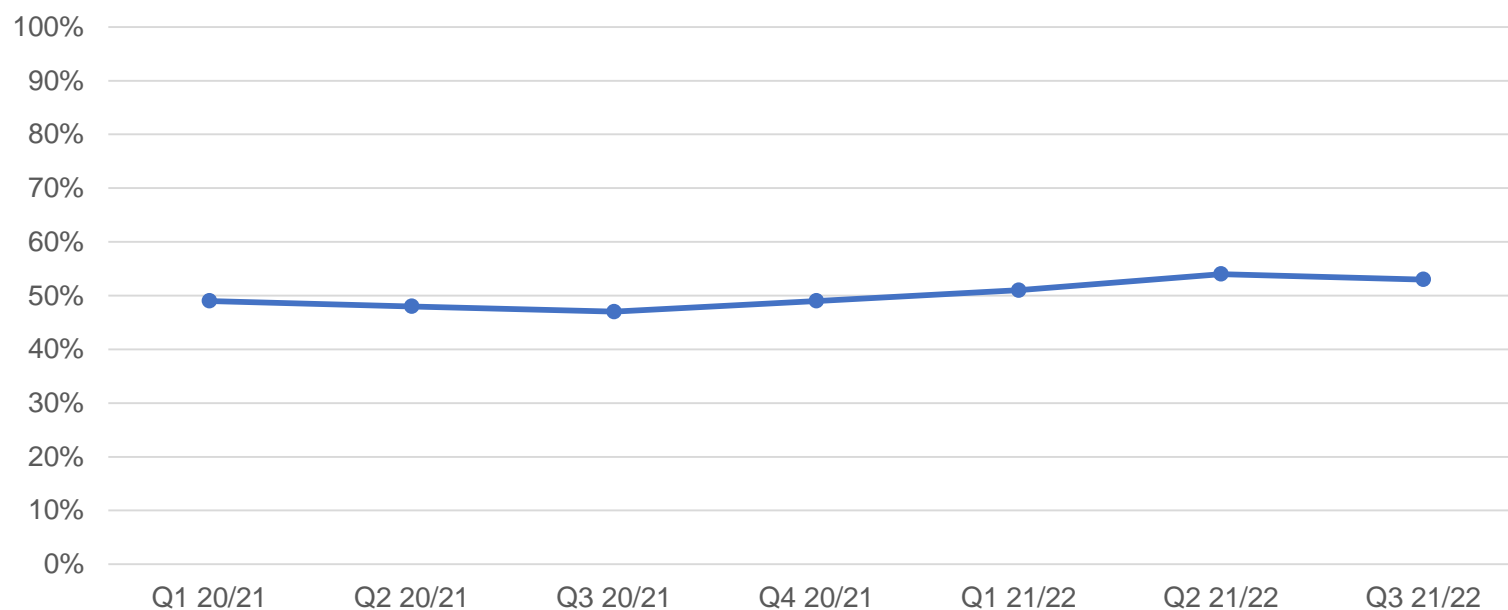
ASC7: Number of Carers**Technical Notes:**

Activity measure,
no specified target

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

Commentary:

The number of carers being supported by KCC increased in the last quarter. In order to support the crucial role carers provide, Adult Social Care continue to encourage the use of carers assessments and promote the availability of services and the assistance provided by voluntary organisations. Consultation of the Carers Strategy has commenced in order to ensure it reflects the requirements of carers and partner organisations.

ASC8: % of Carers who are receiving service, and who had an assessment or review during the year**Technical Notes:**

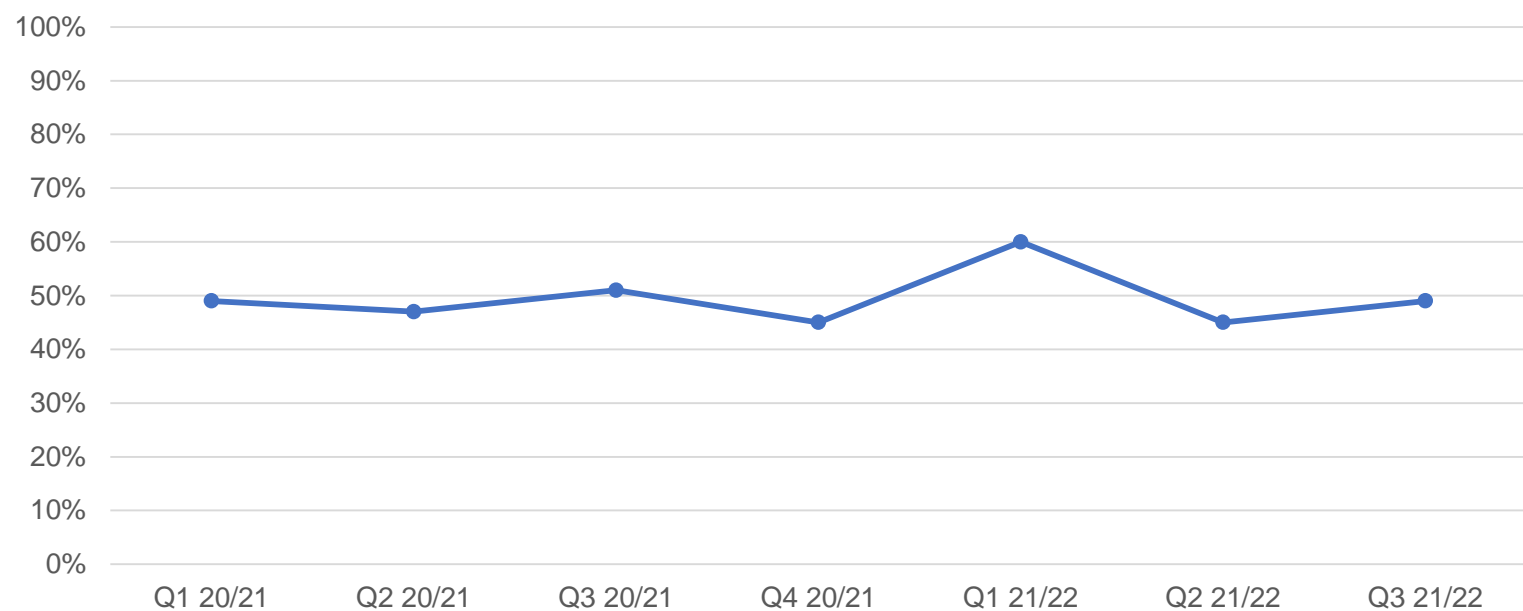
Activity measure,
no specified target

All Statutory
assessments and
reviews included.

This measure
looks at the
reviews conducted
within the previous
12 months.

Commentary:

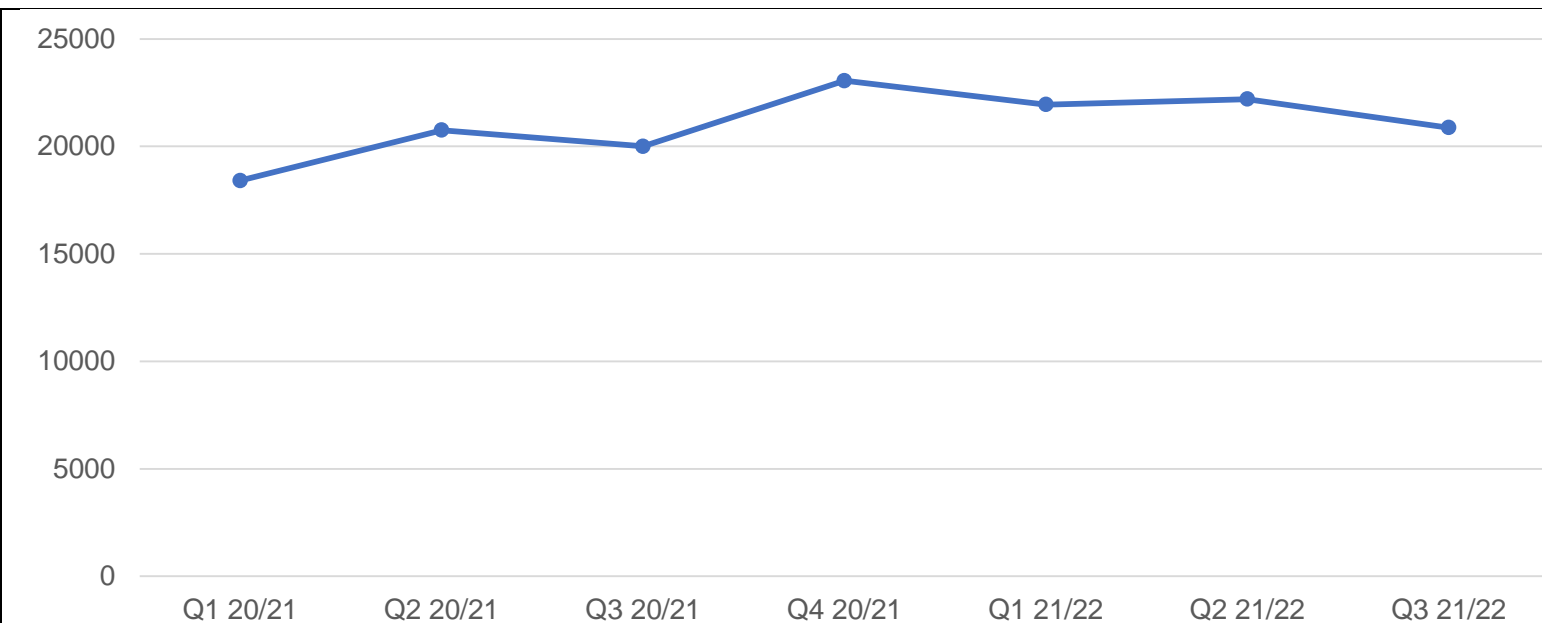
The proportion of carers with either a review or assessment in the last 12 months had been slowly increasing quarter on quarter, however there was a small decrease of 1% in Quarter 3. Quarter 3 saw an increase in the number of carers receiving an assessment though, however there were less people receiving their annual review.

ASC9: Proportion of complaints upheld (upheld and partially upheld)**Technical Notes:**

Activity measure,
no specified target

Commentary:

In Quarter 3 there was an increase in the proportion of complaints either partially or fully upheld, to 49%. Of the complaints closed in Quarter 3, 22% were resolved upon receipt and 27% were not upheld.

ASC10: Number of people making contact with ASC**Technical Notes:**

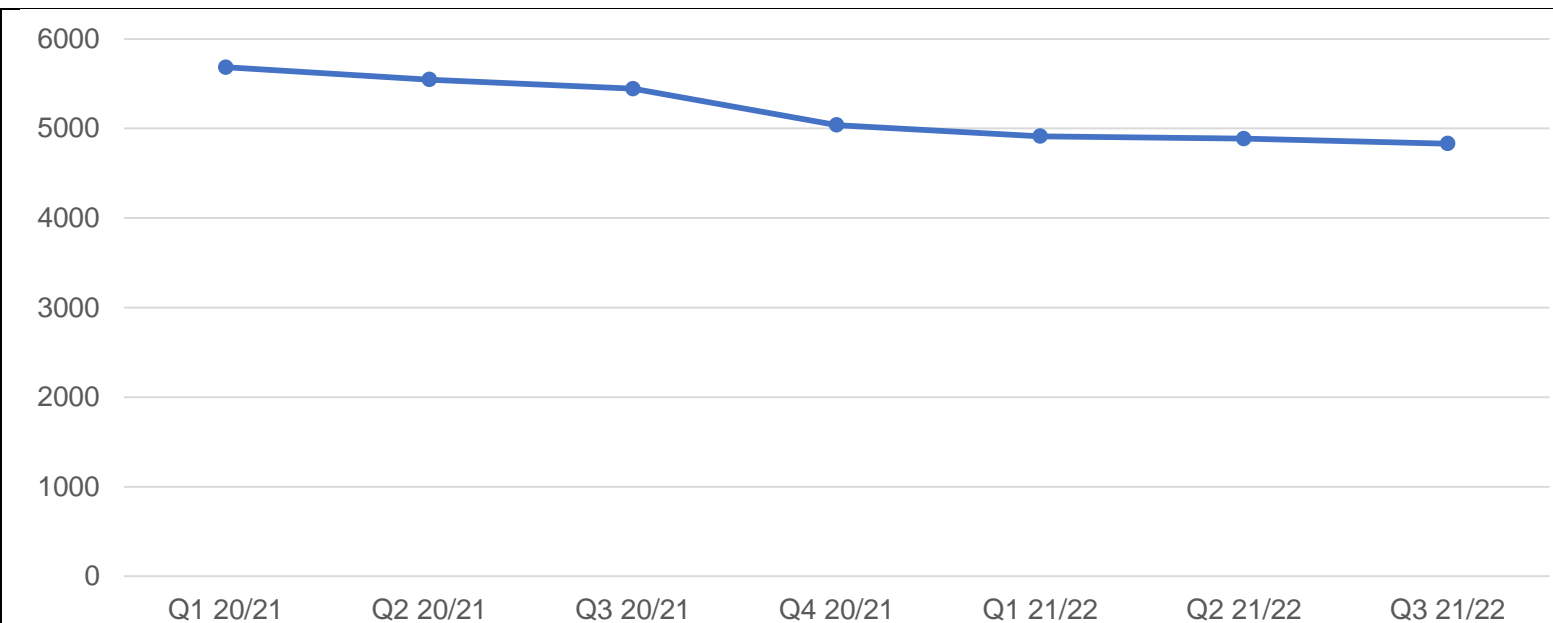
Activity measure,
no specified target

Includes all forms
of contact

Commentary:

The number of people making contact with ASCH decreased into Quarter 3 and reflects an ongoing seasonal trend of decreased contacts in December.

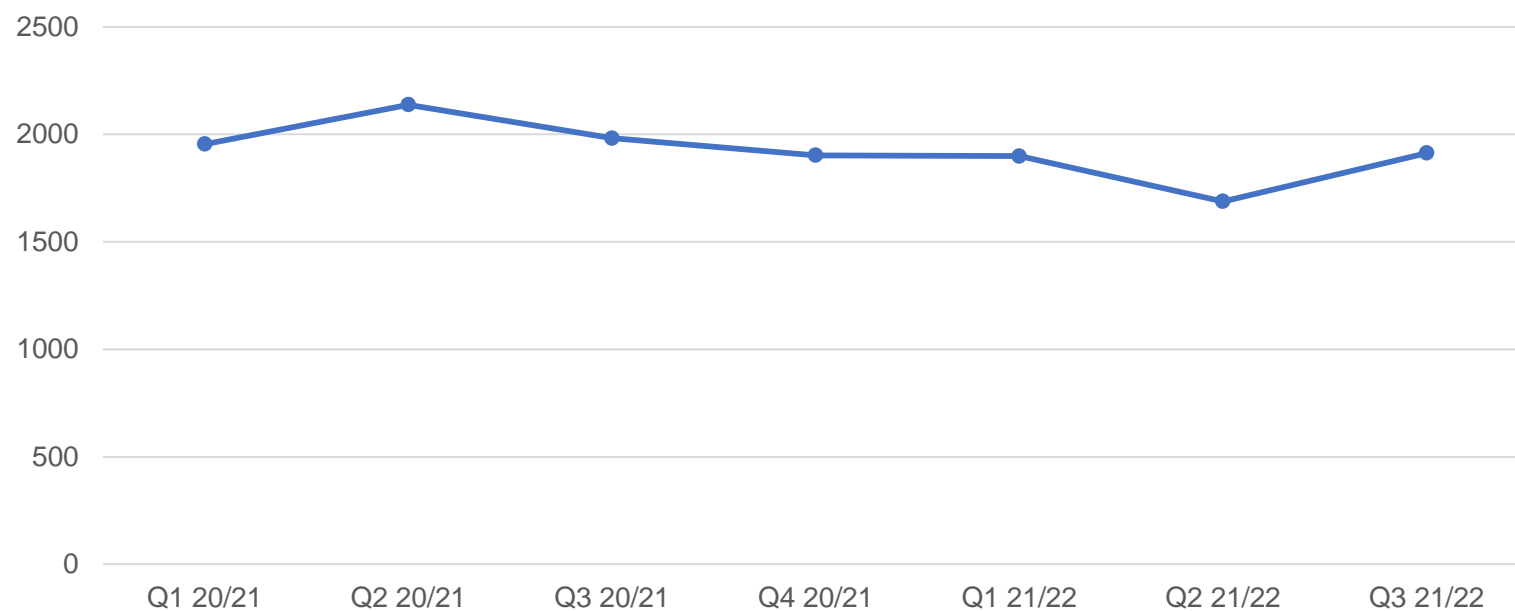
The Area Referral Management Service also saw a decrease in the number of people making contact with them.

ASC11: Number of assessments delivered (care needs assessments)**Technical Notes:**

Activity measure,
no specified target

Commentary:

The number of Care Needs Assessments completed within the quarter has continued to decrease, and for quarter 3 this reflected a decrease in the number of contacts being made to ASCH and fewer people progressing to an assessment.

ASC12: Number receiving enablement**Technical Notes:**

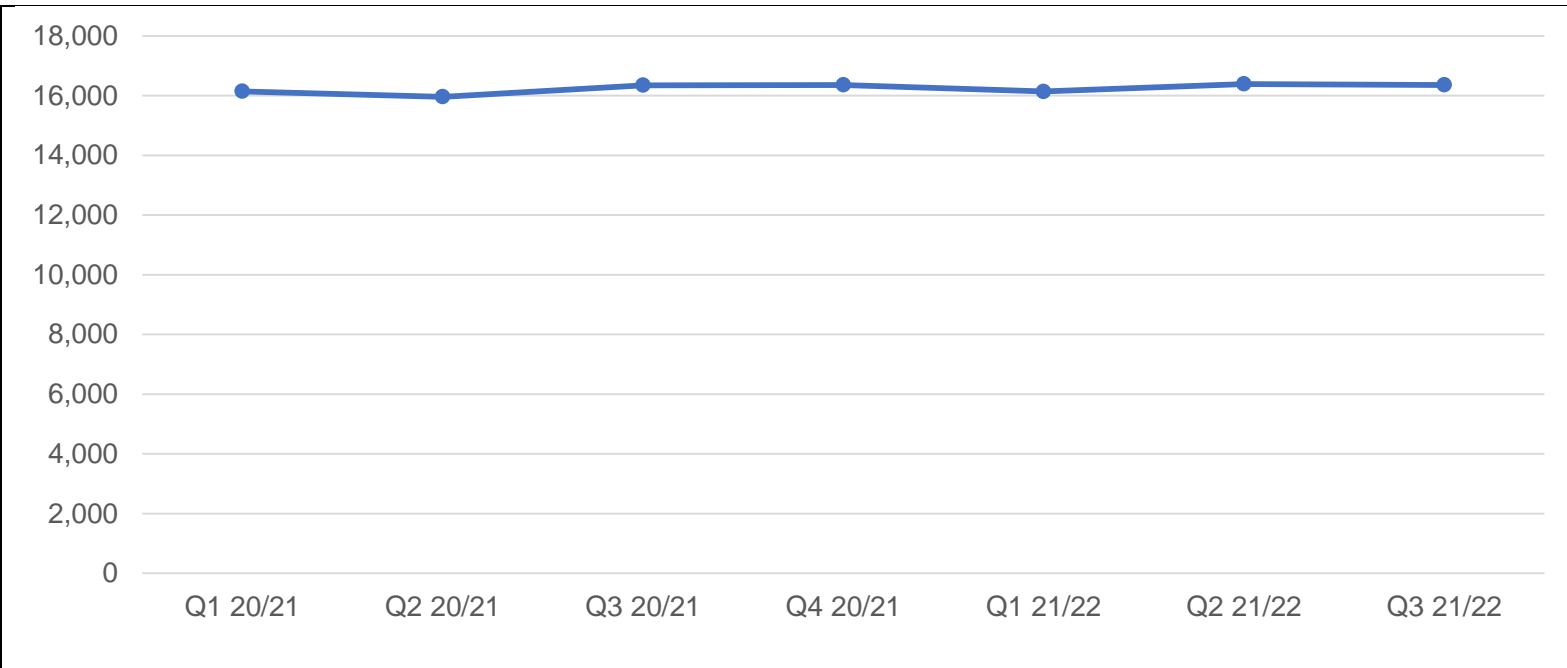
Activity measure,
no specified target

People receiving
services with Kent
Enablement at
Home (KEaH)

Commentary:

Quarter 3 saw an increase in the number of people receiving Kent Enablement at Home; this increase occurred mainly in West Kent where there were people ready to leave but unable to do so, and the Team worked with people who could not receive their normal service with a provider due to covid-related staff absences.

ASC13: Number receiving long term services



Technical Notes:

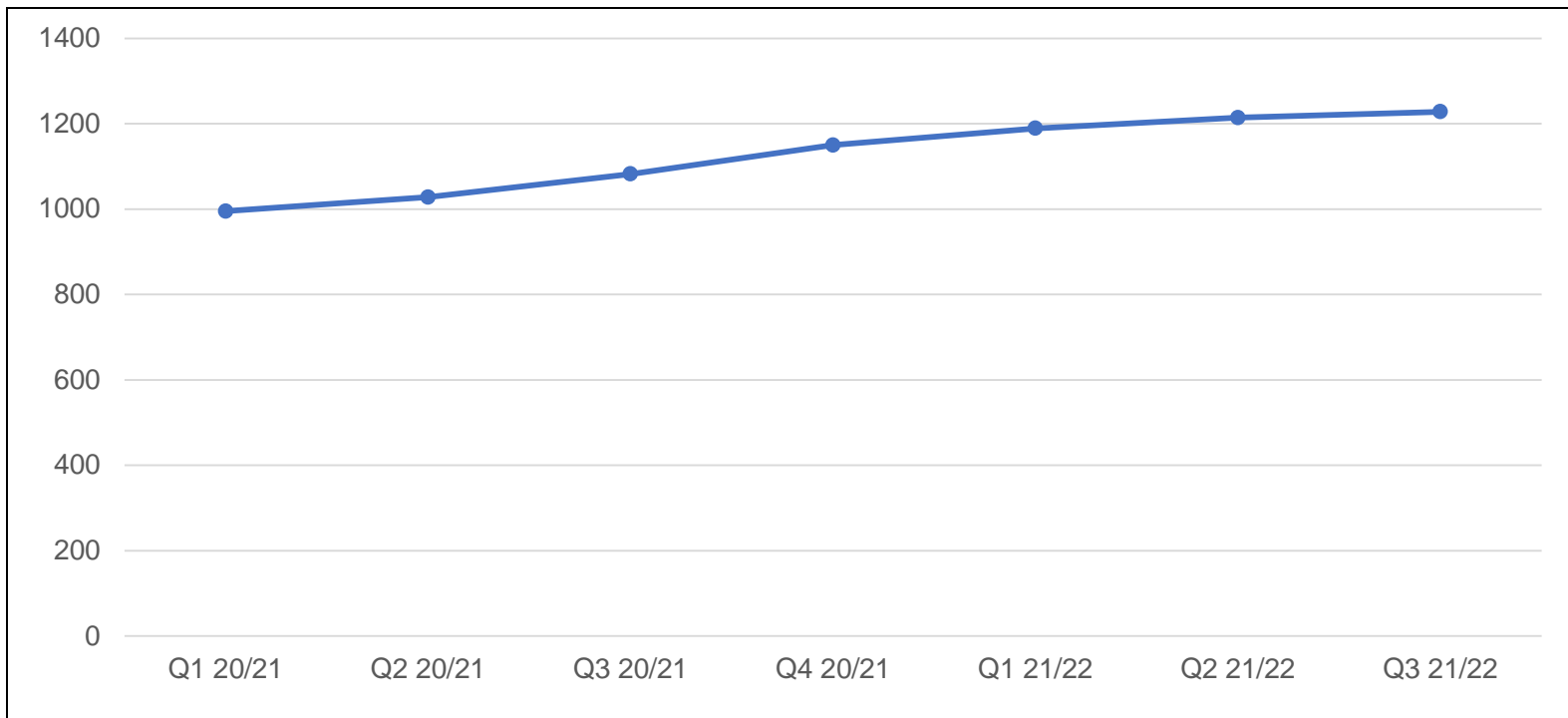
Activity measure, no specified target

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

Commentary:

There was a small decrease in the number of people receiving a long-term service during Quarter 3, this relates to the capacity of the Homecare markets, with increased numbers of provider handbacks and people waiting for a new homecare package of support.

ASC15: The number of people accessing ASCH Services who have a Mental Health need



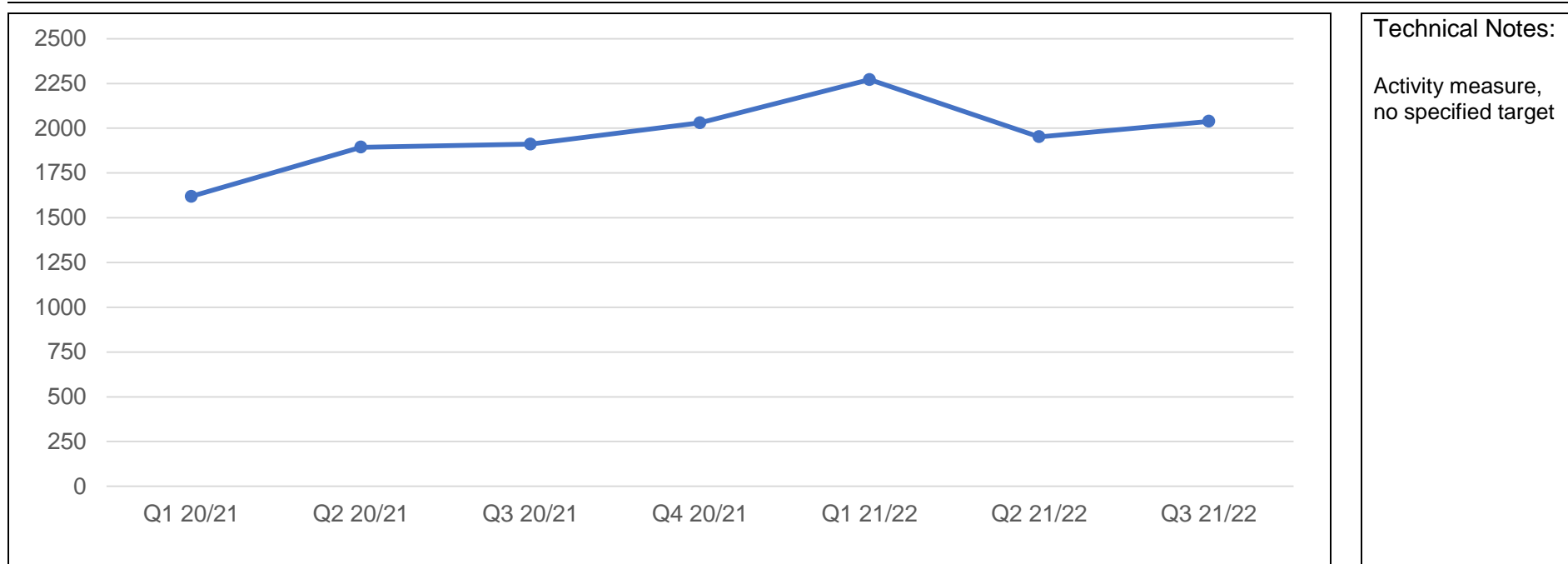
Technical Notes:
 Activity measure,
 no specified target

Commentary:

The figures show a continued increase in the number of people presenting to ASCH whose primary need is related to their Mental Health; the Mental Health teams are also supporting people in other teams who have co-occurring conditions which include a Mental Health need. The increase is in line with reported increases in demand for Mental Health support across health and social care nationally. ASCH are also seeing an increase in the level of support needed and the costs of that support.

Adult Social Care are working closely with partners internally and externally to improve the responses to people with Mental Health needs including for substance misuse and self-neglect.

ASC14: Number of DoLS applications received

**Commentary:**

The return to an increase in DoLS applications received demonstrates that Care Homes and Hospitals are complying with the legal framework, and this is potentially due to more people being admitted to the Acute Setting or Care Homes due to the pandemic and the Omicron variant, specifically in the weeks preceding Christmas.

The number of applications authorised has also increased in Quarter 3, ensuring KCC as the responsible body has given people the level of independent scrutiny required, and the appropriate safeguards are in place for the person. Due to the Omicron variant, the DoLS team risk assess every instance with a face-to-face visit being the default. In cases where it is not possible to visit the person due to the level of risk, a virtual assessment is carried out via digital means (KARA).