

SUBJECT: Performance report Q2 2018/19 – Adults Social Services

MEETING: Adult Select Committee

DATE: 18th December 2018

DIVISIONS/WARDS AFFECTED: All

1. PURPOSE

- 1.1 To present the committee with latest, quarter 2 2018/19, performance of Adults Social Services.

2. RECOMMENDATIONS

- 2.1 That Members use this report to scrutinise how well the authority is performing and seek clarity from those responsible on whether performance can improve in any areas of concern identified.

3. KEY ISSUES

- 3.1 The report card explains Adult social services key process and performance during the first half of 2018/19 alongside benchmarking of performance in 2017/18. This comprises of data from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act and further information that is used to evaluate performance. Adult services performance against the full set of measures from the framework is summarised in the how we are performing section.
- 3.2 The performance measures are a blend of quantitative (numerical) data and qualitative data which includes asking people about their experience of social services and whether this has contributed to improving their well-being. The qualitative measures within the framework are derived from questionnaires to adults and carers that social services are supporting. During September questionnaires are posted to carers and the carers team are aiming to encourage a higher return rate.
- 3.3 Welsh Government have again not published local authority level performance data for 2017/18. Wales level means and quartile data for 2017/18 has been published and is included in this report. Qualitative benchmarking data for 2017/18 has not been published.
- 3.4 There are ongoing discussions and workshops on revising the standards and measures as part of the Social Services and Well-being Act performance framework in the future.

4. REASONS:

- 4.1 To ensure that members have an understanding of current Adult Social Services performance and how we compared during 2017/18.

5 RESOURCE IMPLICATIONS

- 5.1 None

6 WELL-BEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, CORPORATE PARENTING AND SAFEGUARDING)

6.1 There are no specific implications identified as a result of this report although some of the performance indicators relate to our safeguarding responsibilities.

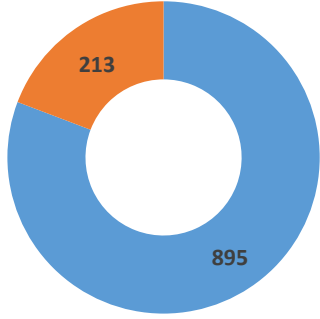
7. AUTHORS:

Sian Schofield, Data Analyst

e-mail: sianschofield@monmouthshire.gov.uk

Telephone: 01633 644483

Adults Social Services 2018/19 Quarter 2 Performance Report
Corporate Plan Goal Contributed to : Lifelong well-being

<p>Why we focus on this</p>	<p>The Social Services and Well-being (Wales) Act 2014 came into force in April 2016 and is transforming the way care and support is delivered. The vision for social care and well-being in Monmouthshire is ‘to maximise opportunities for all people to live the lives they want to live and the positive outcomes they identify’.</p> <p>The Act introduces a new performance measurement framework for local authorities in relation to their social services functions. This framework forms the basis of information in the report, supported by further data and information that is used to evaluate performance.</p>							
<p>What progress are we making?</p>	<p>People receiving advice or assistance who did not contact the service again for 6 months</p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No contact for 6 months</td> <td>895</td> </tr> <tr> <td>Contact received within 6 months</td> <td>213</td> </tr> </tbody> </table>	Category	Count	No contact for 6 months	895	Contact received within 6 months	213	<p>Front Door</p> <p>The Act puts an emphasis on early intervention and prevention and introduced the requirement for local authorities to provide information, advice and assistance to people that need it.</p> <p>Monmouthshire is developing a place based approach where advice and assistance will be delivered in people’s communities through a range of providers. The aim is for this to happen early and <i>before</i> people reach the front door of social services. In turn, early advice or assistance should help prevent, reduce or delay traditional care and support needs and promote independence.</p> <p>The planned Care Navigation approach will train GP receptionists and other front line staff to direct people to relevant services, this will also be rolled out into community hubs.</p> <p>The Most Significant Change methodology is being developed as one means of evaluating community based work. This involves the collection of stories which are evaluated to understand the impact of community support on people’s lives. This is underway at present and results will be ready to share in the new year.</p> <p>At the front door of adult social care and health, integrated teams of nurses, therapists, community well-being officers and social workers provide a first point of response from hospital and community bases. The new health and social</p>
Category	Count							
No contact for 6 months	895							
Contact received within 6 months	213							
<p>Chart 1: People receiving advice or assistance who did not contact the service again for 6 months (measure 23)</p>								

care hub in Usk has recently opened to bring support closer to the surrounding community. Mind are another example of community provision of advice and assistance, they are seeing an increase in demand.

Of those people receiving advice or assistance between October 2017 and March 2018, 80.8% did not contact the service again for 6 months (measure 23) see chart 1.

Responses to questionnaires this year tell us that 84% of adults and 76% of carers receiving care and support feel they have had the right information or advice when they needed it.

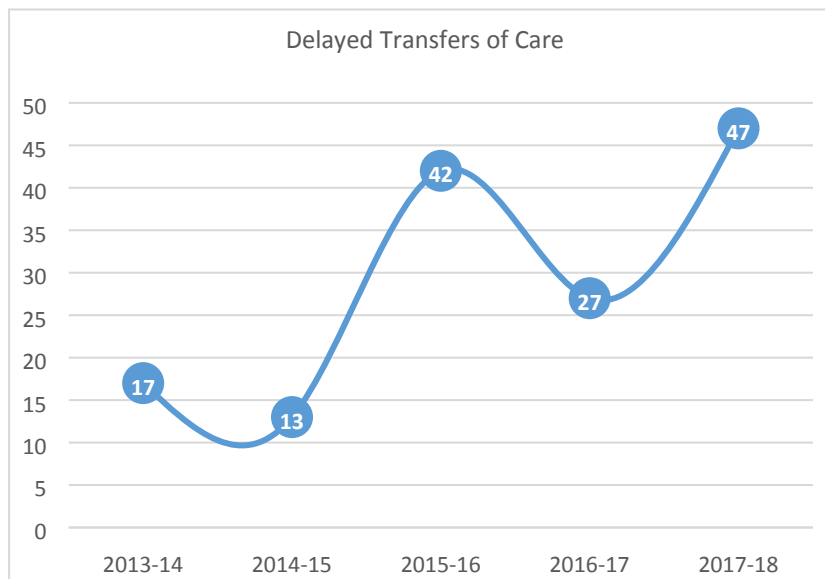


Chart 2: Total number of Monmouthshire Delayed transfers of care for social care reasons (all ages) per year

Adults and carers receiving care and support

Reablement provides intensive short term interventions aiming to restore people to independence following a crisis. The intention is to avoid or reduce hospital or reduce admissions by intensively supporting people at home. At the end of the six week reablement period the goal is for people to be independent and not necessarily need long term services in the immediate future.

Of the 12 *existing service users* who completed a period of reablement 41.7% had a reduced package of care and support 6 months later (measure 20a). 69.4% of *all* reablement clients had no package of care and support 6 months later (measure 20b).

Measurement of personal outcomes is being embedded within teams as a means of understanding whether we are able to support people to achieve the things that matter most to them. The quality and progress of recording personal outcomes is being monitored so that this could develop into a more robust measure of progress in future.

When people need to be treated in hospital, it is important they are able to return home as soon as they are determined well enough. Delayed transfers of care are delays in providing social care which result in longer than necessary hospital stays. During the first half of 2018/19 there were 23 such delays for patients aged 75 and over (measure 19). This is an increase on the 17 delays

Location of Delays for Social Care Reasons

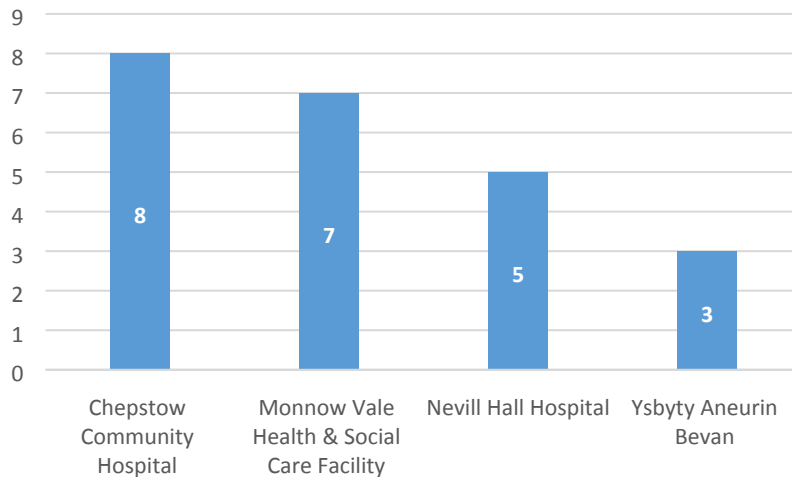


Chart 3: Location of Delayed transfers of care for social care reasons for Monmouthshire residents April – Sept 2018



DARE TO CARE

recorded at the same point in time in 2017/18.

Trend data for delayed transfers for patients of *all ages* is available and is shown in chart 2. The chart shows that 2017/18 was a 5-year peak in the number of delays experienced. Given the winter months are ahead, and the quarter 2 increase, the number of delays this year is likely to be higher this year than last year.

Chart 3 shows where people are delayed and that there is a more significant issue in community hospitals. The majority of delays in hospital were while waiting for a new home care package to be provided.

Brokerage data shows there is an increasing trend in the number of people waiting for a package of care, the number of people waiting is highest in the rural centre of the county. The current Dare to Care campaign aims to increase the number of carers within Monmouthshire. A recent event was held in Chepstow where independent care agencies were present and one is planned in the north of county.

Turning the world upside down is the Council’s programme to radically transform care at home which seeks to fundamentally redesign the way in which services are organised and delivered. This approach seeks to provide long term solutions to address many factors including the current difficulties in securing care. The current sector and service design is under considerable pressure nationally and long term solutions are needed to ensure future sustainability. The next stage will focus on developing an implementation approach which turns design into a practical proposition.

The average length of time Monmouthshire adults (aged 65 or over) are supported in residential care homes during this year is 803 days (measure 21). While it is not apparent ‘what good looks like’ for this measure the Act is clear that the right service should be available to people at the right time and that people’s views are at the centre of decisions about their care and support. 74% of questionnaire respondents living in a residential care

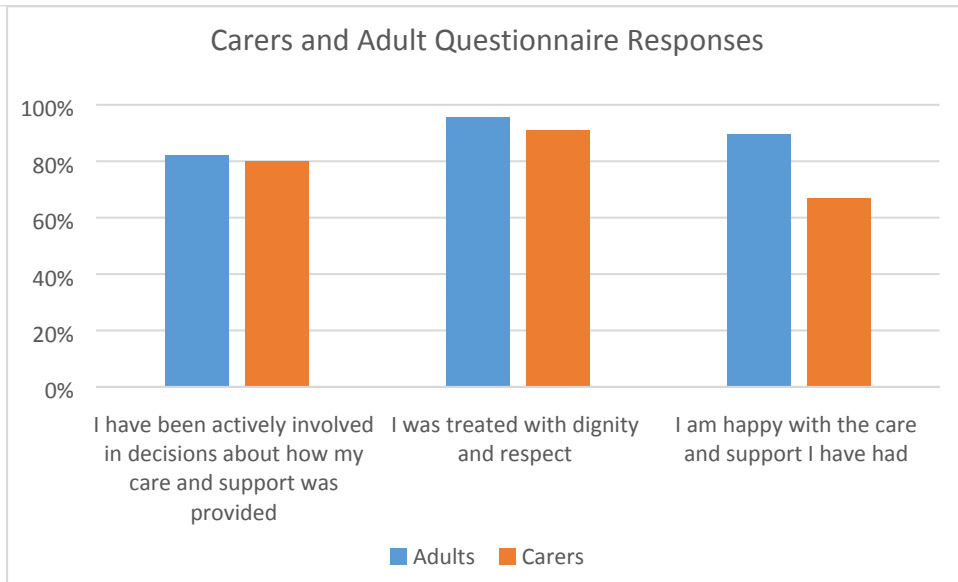


Chart 4: How adults and carers respond to questions

home agreed it was their choice to live in a residential care home.

Monmouthshire has the highest life expectancy in Wales and one of the highest *healthy* life expectancy so it seems likely that Monmouthshire residents enter residential care later in life. Additionally, the aim is to support people to remain in their own home for as long as they are able or choose to. The average age of Monmouthshire adults entering residential care homes (measure 22) is 84 years old.

Questionnaires have been sent to adults and carers receiving care and support. The number of responses from carers is currently being increased, but so far 80% of carers felt actively involved in decisions about how their care and support was provided; 91% were treated with dignity and respect and two thirds were happy with their care and support. A comparison of how adults and carers respond to these questions is shown in chart 4.

The carers team are currently undertaking a review of carers services to ensure the provision is centred around for the carer and not just the cared for individual. Funding has been secured to provide additional respite and day services to provide breaks for carers.

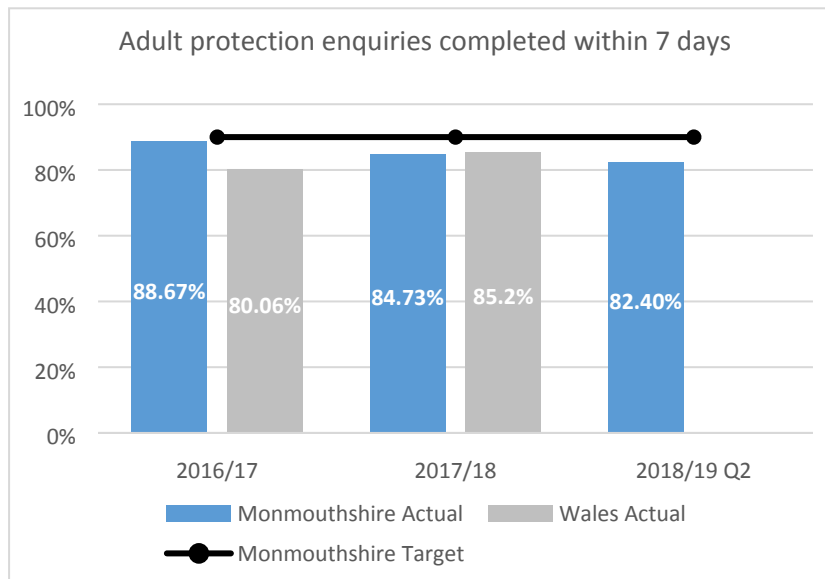


Chart 5: Percentage of adult protection enquiries completed within 7 working days (measure 18)

Safeguarding

During 2017/18 624 safeguarding reports were made on 496 adults. During the first six months of 2018/19 379 reports were made on 265 adults which is an increase compared to last year. Reports are most commonly received from an independent psychiatric hospital (30%), third sector and within the local authority.

If a local authority suspects a person is an adult at risk, it must make whatever enquiries it deems necessary to decide if action should be taken. Enquires should normally be completed within 7 working days. During quarter 2, 82.4% of adult protection enquiries were completed within 7 days (measure 18), slightly below the Welsh average of 2017/18 as shown in Chart 5.

79% of adults and 77% of carers receiving care and support who completed the questionnaire agree they feel safe. Respondents to this question most commonly refer to falling and/or the fear of falling, for example, "I am not always safe on my feet".

Service Comments

The provision of information, advice and assistance (IAA) continues to grow across Monmouthshire, with the number of access points expanding not just within social care and health but also across other sectors. Care navigation is one of the most recent initiatives whereby we are training primary care reception staff to provide advice and sign-posting to people who are attending GP practices for help and support where the support can be provided elsewhere. Welsh Government transformation funding has also provided the opportunity to expand the well-being service and further partnership working across social care, health, primary care, communities, housing and also public health. The focus will be on prevention – supporting people to stay healthy and well with a focus on inclusion and well-being.

Our approach to IAA continues to be very positive with people appreciating the fact that we are accessible, easy to reach and helpful with the advice and support they receive.

Delayed Transfers of Care continue to be a challenge in the acute and community hospitals. There has been an increase this year – this has been as a result of continuing challenges in the independent provider sector and also with complexity – this has at times required the involvements of advocacy / courts etc. to make sure that people are supported to make the right choices. We are making some positive progress with the independent sector – recruitment opportunities in conjunction with housing sector and the on-going work of Turning the World Upside Down. A new initiative in the acute hospitals – Home First – aims to prevent admission by assessing people at the "front door" of the hospital – early indicators are very positive.

There needs to be further focus on Carers and how we ensure that we are providing the right support. We will be reviewing the questionnaires and including carers in that review to make sure that we are asking the right questions in the right way. A recent carer's

	<p>rights day was very positive about MCC's approach to carers and a wonderful opportunity to hear peoples experiences.</p> <p>Eve Parkinson</p>
<p>Collaboration/ Partners we are working with</p>	<p>South East Wales Emergency Duty Team, Aneurin Bevan Health Board, Gwent Police, Gwent Association of Voluntary Organisations, Gwent Wide Adult Safeguarding Board.</p>
<p>What we have spent on this objective</p>	<p>The latest reported Financial Budgetary Forecast for 2018/19 relating to Adult Services is £32.4m, of which, around 70% relates to community care.</p> <p>At month 2 Adult Services are forecast a £125k underspent.</p>

How are we performing?

Quantitative Performance Measures:

Performance Indicators	2016/17 Actual	2017/18 Actual	2018/19 Q2	2018/19 Target	Performance Against Target	Performance Trend	2017/18 Wales Av	2017/18 Quartile
18: The percentage of adult protection enquiries completed within 7 days	88.67%	84.7%	82.4%					
<i>Numerator: The number of adult protection enquiries completed within seven working days</i>	274	455	202	85%	x	↓	85.20%	Middle
<i>Denominator: Total number of adult protection enquiries completed in the year</i>	309	537	245					
19: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.24	4.28	2.22					
<i>Numerator: The number of delayed transfers of care for social care reasons</i>	22	43	23	40 3.86	x	↓	3.5	Middle
<i>Denominator: Monmouthshire population aged 75 or over</i>	9,821	10,050	10,352					
20: The percentage of adults (existing service users) who completed a period of reablement a) and have a reduced package of care and support 6 months later	21.43%	23.1%	41.7%					
<i>Numerator: The number of existing service users completing reablement who had a reduced package of care and support 6 months later</i>	*	6	5	25%	✓	↑	41.20%	Middle
<i>Denominator: The number of existing service users completing reablement</i>	*	26	12					
20: The percentage of adults who completed a period of reablement b) have no package of care and support 6 months later	73.33%	71.3%	69.4%					
<i>Numerator: The total number of people completing reablement who had no package of care and support 6 months later</i>	187	243	109	70%	x	↓	67.60%	Middle
<i>Denominator: The total number of people completing reablement</i>	255	341	157					
21: The average length of time adults (aged 65 or over) are supported in residential care homes	833.55	807.85	803.03					
<i>Numerator: The total number of days from the admission date to a residential care home, to the end of the period</i>	122,532	131,680	138,925	N/A	N/A	N/A	869	N/A
<i>Denominator: The number of people who were placed in a residential care home on or after their 65th birthday</i>	147	163	173					

22: Average age of adults entering residential care homes	79.21	83.78	83.65	N/A	N/A	N/A	82.9	Middle
<i>Numerator: The sum of the ages of each adult entering a residential care home during the year</i>	8,238	7,792	4,015					
<i>Denominator: The total number of adults entering residential care homes during the year</i>	104	93	48					
23: The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	76.60%	78.3%	80.8%	77%	✓	↑	64.90%	N/A
<i>Numerator: Number of adults who received advice and assistance from the information, advice and assistance service and did not contact the service again for 6 months</i>	419	1,388	895					
<i>Denominator: Number of adults who received advice and assistance from the information, advice and assistance service</i>	547	1,773	1,108					

*Numerator and Denominator removed due to small numbers.

Qualitative Performance Measures:

Adults and carer's responses to questionnaires:

For many years adult services have undertaken questionnaires to understand service user's views. This is now a requirement of the performance framework measuring the effectiveness of the Social Services and Well Being Act. Below is feedback from adults and carers receiving care and support during the first half of 2018/19.

2017/18 adults responses are based on 595/1922 questionnaire responses (31% response rate) and carers 43/82 responses (52% response rate).

Latest 2018/19 adults responses at Q2 are based on 300/1004 questionnaire responses (30% response rate) and carers 22/64 responses (34% response rate). Further responses continue to be encouraged.

Adults Questionnaire	2016/17	2017/18	Q2 2018/19	Q2 2018/19	Q2 2018/19
	Actual	Actual	Yes	Sometimes	No
I live in a home that best supports my well-being	87.4%	86.4%	88.7%	6.8%	4.5%
I can do the things that are important to me	52.8%	54.1%	51.9%	36.3%	11.9%
I feel I am part of my community	52.7%	52.8%	56.9%	26.9%	16.2%
I am happy with the support from my family, friends and neighbours	84.4%	88.3%	88.7%	8.8%	2.6%
I feel safe	77.1%	79.1%	79.3%	16.8%	3.9%
I know who to contact about my care and support	86.0%	84.4%	84.7%	7.7%	7.7%
I have had the right information or advice when I needed it	81.7%	84.0%	83.6%	15.0%	1.5%
I have been actively involved in decisions about how my care and support was provided	78.6%	81.4%	82.1%	12.3%	5.6%

I was able to communicate in my preferred language	96.9%	97.5%	98.9%	1.1%	0.0%
I was treated with dignity and respect	93.6%	93.0%	95.7%	3.9%	0.4%
I am happy with the care and support I have had	85.4%	85.7%	89.6%	10.0%	0.4%
If you live in a residential care home : It was my choice to live in a residential care home	61.5%	66.7%	73.7%	5.3%	21.1%

Carers Questionnaire	2016/17	2017/18	Q2 2018/19	Q2 2018/19	Q2 2018/19
	Actual	Actual	Yes	Sometimes	No
I live in a home that best supports my well-being	83.7%	82.5%	90.5%	0.0%	9.5%
I can do the things that are important to me	36.4%	35.7%	38.1%	52.4%	9.5%
I feel I am part of my community	38.6%	41.5%	42.9%	42.9%	14.3%
I am happy with the support from my family, friends and neighbours	61.4%	68.4%	63.6%	27.3%	9.1%
I feel safe	86.0%	90.0%	77.3%	18.2%	4.5%
I know who to contact about my care and support	79.5%	87.8%	86.4%	9.1%	4.5%
I have had the right information or advice when I needed it	75.0%	75.6%	76.2%	19.0%	4.8%
I have been actively involved in decisions about how my care and support was provided	86.0%	78.6%	80.0%	20.0%	0.0%
I have been actively involved in decisions about how the care and support was provided for the person I care for	86.0%	78.6%	72.7%	22.7%	4.5%
I was able to communicate in my preferred language	97.7%	100%	95.5%	0.0%	4.5%
I was treated with dignity and respect	93.0%	100%	90.9%	4.5%	4.5%
I feel supported to continue in my caring role	63.6%	76.9%	63.6%	36.4%	0.0%
I am happy with the care and support I have had	68.2%	73.2%	66.7%	19.0%	14.3%

National Performance Indicators – How we compare:

Limited comparable data for 2017/18 was released at the end of November 2018 and has been used below to show how our current performance compared to Wales in 2017/18. Below are the indicators of Adults Services which are also included in the Public Accountability Measures set by Data Unit Wales:

How do we compare other areas

