

SUBJECT: Performance report Q2 2019/20 – Adults Social Services

MEETING: Adult Select Committee

DATE: 21st January 2020

DIVISIONS/WARDS AFFECTED: All

1. PURPOSE

- 1.1 To present the committee with latest, quarter 2 2019/20, 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 This report card sets out the performance of Adult social services during the first half of 2019/20 alongside the latest available performance benchmarking data. This comprises of performance data from the performance 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.
- 3.2 This year the Statutory Director of Social Services Annual Report, presented to the committee in September 2019, took a different approach. The report combined evidence from a range of sources including performance data and stories to provide an extensive analysis of performance covering many aspects of Social Services. This report continues to build on this approach of utilising wider evidence sources to assess performance so far during 2019/20, alongside the performance measures set in the framework.
- 3.3 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. It has been advised that there is no longer a requirement to complete the qualitative data in the set format for 2019/20. Qualitative measures are derived from questionnaires to users of adults social services which have continued to be collated, while questionnaires to carers are no longer completed in this format although understanding carers experience remains imperative. The Annual Directors Report set out a range of evidence that is currently utilised to achieve this and some further examples are included in the report.
- 3.4 Welsh Government have again not published local authority level performance data for 2018/19. Wales level means and quartile data for 2018/19 have been published and are included in this report. Qualitative benchmarking data for 2018/19 was not published by Welsh Government for a second year.
- 3.5 Officers have continued to participate in ongoing discussions and workshops with Welsh Government on revising the standards and measures as part of the Social

Services and Well-being Act performance framework in the future. In the summer of 2019 Welsh Government consulted on a revised code of practice for measuring the performance of social services. This included; how local authorities performance should be measured, the quality standards that all local authorities should be working towards and a new performance and improvement framework that local authorities will be required to collect. The outcome of which is likely to change the mechanism and information we are required to utilise to give account of our performance in future. While this work continues nationally, we continue to develop our approaches and the information we utilise locally in Monmouthshire to assess our performance and understand the impact on the lives of people we support, as exemplified by the Annual Directors Report.

4. REASONS:

- 4.1 To ensure that members have an understanding of current Adult Social Services performance and how we compared during 2018/19.

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.

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Adults Social Services 2019/20 Quarter 2 Performance Report
Corporate Plan Goal Contributed to : Lifelong well-being

Why we focus on this

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 Act is ambitious in its desire to change the way in which we provide Social Services with a focus on improving the well-being of people who come to Social Services for support. The Act shares similar principles with a number of key national, regional and local strategies which all influence our direction of travel, in particular, the Well-being of Future Generations (Wales) Act 2015, A Healthier Wales, and Monmouthshire's Corporate plan.

Monmouthshire Social Services has, over the last few years, been developing a model of delivery which is based around a relational and strengths based approach. We want to help people to take control of their own lives and that any contact with us enhances the opportunity for greater wellbeing. Overall, in Adult Services the focus remains on transforming practice through placing relationships at the heart of everything we do.

The Act introduced a 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. The information is used to assess how we are progressing in delivering against the quality standards as set by the Social Services & Wellbeing Act.

What progress are we making?



Front Door

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.

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 *before* 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.

The Care Navigation approach was developed to train a variety of front line staff such as GP receptionists to direct people to relevant services. This is now being built on by piloting enhanced training for identified Practice Based Wellbeing Co-ordinators and colleagues from Integrated and Community services. This is co-ordinated and funded via the Gwent Transformation Programme. The approach is being piloted in the South of the county and will roll out to other hubs in due course.

Integrated health and social care hubs are the cornerstone of place based delivery. 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 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. Of those people receiving advice or assistance between October 2018 and March 2019, 73.5% did not contact the service again for 6 months (measure 23) see figure 1.

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

“Most significant change” stories have helped capture the impact the approaches we are developing are having on people’s lives. Stories have been systematically collected from individuals and groups and are a way of ensuring the voice of individuals supported help shape and develop our approach. Two examples were included in the Director of Social Services annual report “Fast & Furious” from an individual and “Collaboration not Competition” is from one of the agencies. Most significant change stories will continue to be collected through the place based work and other suitable areas of work are being considered.

Close working with the Wales School of Social Care Research continues in the pursuit of best practice in:

- Measuring Activity and Performance
- Understanding user experience and outcomes
- Using research and evidence to drive improvement

The learning is being used to inform the development of the Qualitative and Research and Evidence elements of the National Performance and Improvement Framework and the regional Integrated Wellbeing Networks.

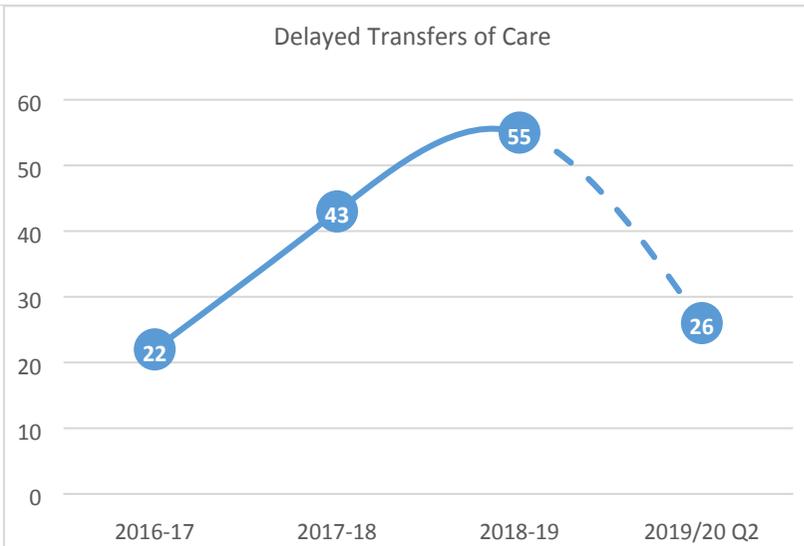


Figure 2: Total number of Monmouthshire delayed transfers of care for social care reasons (aged 75+) per year

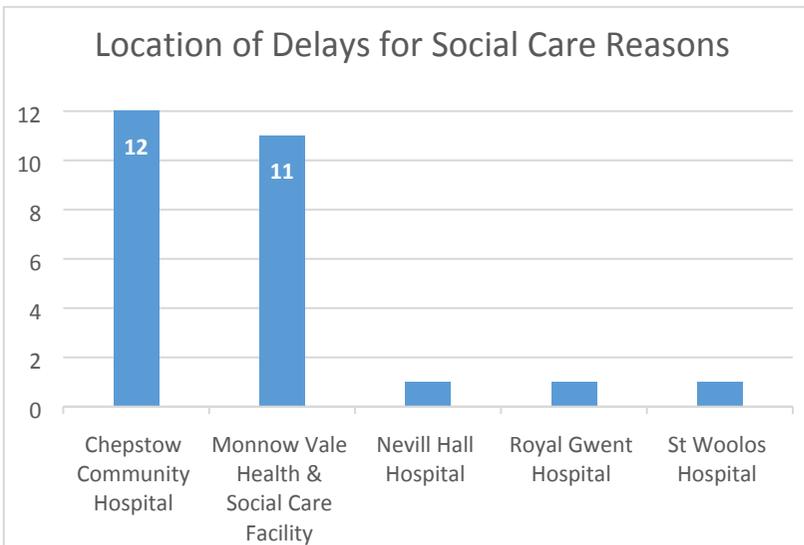


Figure 3: Location of Delayed transfers of care for social care reasons for Monmouthshire residents April – Sept 2019

Adults and carers receiving care and support

Reablement

Reablement provides intensive short term interventions aiming to restore people to independence following a crisis. The intention is to avoid or reduce hospital 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 13 *existing service users* who completed a period of reablement between October 2018 and March 2019 38.5% had a reduced package of care and support 6 months later (measure 20a). 71.1% of *all* reablement clients had no package of care and support 6 months later (measure 20b) and were considered independent.

Delayed Transfers of Care

Delayed transfers of care arise for a variety of reasons which results in longer than necessary hospital stays for some people. During the first half of 2019/20 there were 26 delays for social care reasons for patients aged 75 and over (measure 19). This is an increase on the 23 delays recorded at the same point in time in 2018/19.

Three-year trend data for delayed transfers for patients aged 75+ is available and is shown in figure 2. The chart shows that 2018/19 was a 3-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.

Figure 3 shows the location of delayed transfers of care and that the majority of delays are in community hospitals. The reason for over half of these delays was 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, for example recent data for the week commencing 22nd of November shows there were 970 unbrokered hours of care.

An application for winter monies has been successful and care has been brokered via agencies for approximately 500 hours. This initiative is due to start on 9th December and should alleviate some of

the issues and potentially the pressures in the community hospitals which can result in delayed transfers of care.

Domiciliary and residential care

It is recognised that the domiciliary care sector is under considerable pressure, Monmouthshire has specific challenges due to rurality and demographics, these are particularly evident in Central and South of the county.

Work is underway to raise the profile of care work as part of a national programme called "We Care" which aims to recruit 20,000 care workers across Wales by 2030. We have been using a coordinated approach to ensure we attract people to consider this very valuable role. This will be an on-going process.

Adult social services have a well-established programme looking at transformational approaches to the delivery of care at home. The ethos behind the Care at Home service is relationship based, this model of care moves away from a traditional time and task approach and places the importance on social and emotional needs.

In relation to building a more sustainable care at home sector for the future Adult social services have been working with providers across Monmouthshire in a programme called 'Turning the world upside down'. This approach seeks to provide long-term solutions to address many factors including the current difficulties in securing care.

This way of working will enable providers to have predictable payments on a locality basis. All providers will be able to work more collaboratively with each other and we expect a greater ability to meet the current gaps in provision. The vision is that we are able to have a more sustainable sector where we are able to meet on going demand whilst really meeting people's outcomes. The model has been developed and implementation is due to commence in April 2020.

The average length of time Monmouthshire adults (aged 65 or over) are supported in residential care homes during this year is 890 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. 61% of questionnaire

respondents living in a residential care 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 89 years old.

Service user views and outcomes

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.

Questionnaires are sent monthly to adults receiving care and support. 96% of people responding felt they were treated with dignity and respect and 90% were happy with their care and support, see figure 4.

Work continues to engage with and hear the views of carers. All 1131 carers registered on the Carers Database receive regular newsletters and have been informed of their right to a carers needs assessment and the opportunity to have a reassessment of their needs as well as the opportunity to access events and training. A range of events were run during carers week. 145 Carers engaged in these events feedback from carers has been extremely positive “What a great week, a time to remember, as we have started to make new friends inside the group”.

Monmouthshire and Caerphilly held a joint Young Carers Rights Day at Hilston Park Outdoor Centre where 40 young carers attended.

On Carers Rights Day five carers shared their experiences of what being a young carer and carer meant to them. For the carers who shared their experiences it gave them the opportunity to be heard and provided valuable knowledge for professionals.

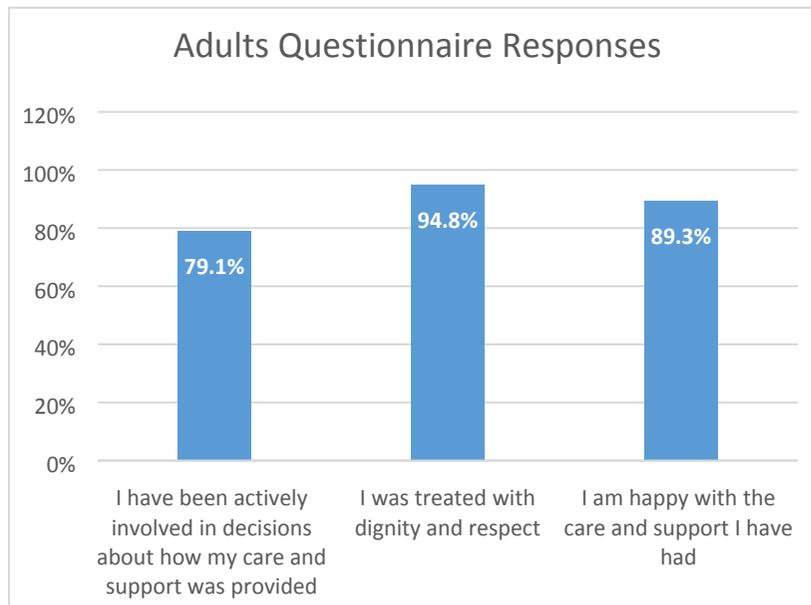


Figure 4: Adults questionnaire responses

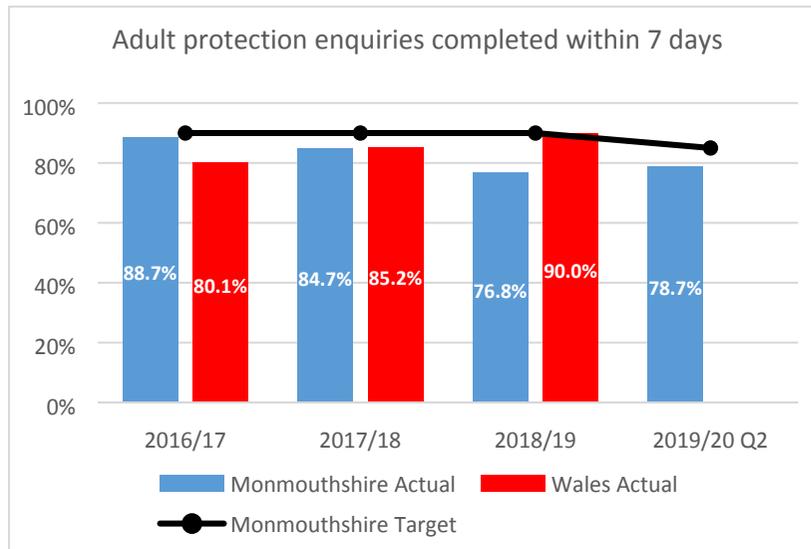


Figure 5: Percentage of adult protection enquiries completed within 7 working days

Adult Safeguarding

The introduction of the statutory duty to report under the Social Services and Well-being Act, as well as the lower threshold for reporting concerns (which can be based on reasonable cause to suspect) have led to a 256% increase in the number of safeguarding concerns reported via safeguarding referral between 2013/14 and 2018/19.

During 2018/19 714 safeguarding reports were made on 470 adults. During the first six months of 2019/20 287 reports were made on 223 adults which is a slight decrease compared to last year.

Safeguarding enquires should normally be completed within 7 working days. During the first six months of 2019/20, 78.7% of adult protection enquiries were completed within 7 days (measure 18), below our target and the Welsh average of 2018/19 as shown in Figure 5.

A review of Adult Safeguarding team performance and structure has demonstrated the significant increase in safeguarding concerns being referred to the department and an increased Safeguarding function with the demands of the Gwent Adult Safeguarding Board, and Corporate Safeguarding. This has impacted the timescales in which the safeguarding process can be completed and has led to recommendations in relation to structure, capacity and workload in order to meet current demand.

81% of adults 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 live in my own home. I do worry a lot about falling".

Service Comments

Head of Service Comments:

The development of place based care continues to be the focus of the social care and health workforce across Monmouthshire. Further development of Information, Advice and Assistance across all sectors including primary care continues to focus on social inclusion, well-being and prevention. Continued expansion of community resources through third sector and volunteering continues to support this way of working.

The roll out of Turning the World Upside Down is planned for April of 2020 but a pilot in Usk has seen benefits in provision of domiciliary care in the area. Usk is an area that has particular issues in the provision of Domiciliary Care, but working with a specific provider has seen some real benefits for residents. This way of working in turn underpins the model of person centred care.

Usk is also the current focus for a project on digital inclusion, whereby we are working with certain residents to look at utilising

	<p>technology to increase their independence and reduce isolation and loneliness.</p> <p>Delayed Transfers of Care continue to be a challenge and is in the main linked to capacity in Domiciliary Care, although complexity is also a factor in particular with regards to mental capacity issues and vulnerability. We have also experienced some issues in identifying and securing appropriate housing for individuals.</p> <p>The introduction of Homefirst in the acute hospitals has realised benefits with appropriate discharges of people at the front of the hospitals, ensuring people's needs are met in the community and reducing unnecessary hospital admissions.</p> <p>Practice change continues to be progressed and all staff have been trained in "collaborative communication", this is underpinned by a robust mentors framework. What matters, asset based assessments and interventions focus on personal outcomes and reduce long term dependency on services.</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 2019/20 net budget for Adult Services is £32.4m, of which, around 70% relates to community care.</p> <p>At month 2 Adult Services are forecast a £186K overspend with continued demand for domiciliary care placing pressure on Care at Home services.</p>

How are we performing?

Quantitative Performance Measures:

Performance Indicators	2016/17 Actual	2017/18 Actual	2018/19 Actual	2019/20 Q2	2019/20 Target	Performance Against Target	Performance Trend	2018/19 Wales Av	2018/19 Quartile
18: The percentage of adult protection enquiries completed within 7 days	88.67%	84.7%	76.8%	78.7%					
<i>Numerator: The number of adult protection enquiries completed within seven working days</i>	274	455	450	211	85%	✘	↑	90.0%	Bottom
<i>Denominator: Total number of adult protection enquiries completed in the year</i>	309	537	586	268					
19: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.24	4.28	5.31	2.43					
<i>Numerator: The number of delayed transfers of care for social care reasons</i>	22	43	55	26	43 4.02	✘	↑	4.9	Middle
<i>Denominator: Monmouthshire population aged 75 or over</i>	9,821	10,050	10,352	10,705					
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%	59.1%	38.5%					
<i>Numerator: The number of existing service users completing reablement who had a reduced package of care and support 6 months later</i>	*	6	13	5	25%	✓	↓	N/A	N/A
<i>Denominator: The number of existing service users completing reablement</i>	*	26	22	13					
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%	74.3%	71.08%					
<i>Numerator: The total number of people completing reablement who had no package of care and support 6 months later</i>	187	243	246	118	75%	✘	↓	66.8%	Middle
<i>Denominator: The total number of people completing reablement</i>	255	341	331	166					
21: The average length of time adults (aged 65 or over) are supported in residential care homes	833.55	807.85	808.62	890.66	Not Set	N/A	N/A	833.1	N/A
<i>Numerator: The total number of days from the</i>	122,532	131,680	143,934	166,554					

<i>admission date to a residential care home, to the end of the period</i>									
<i>Denominator: The number of people who were placed in a residential care home on or after their 65th birthday</i>	147	163	178	187					
22: Average age of adults entering residential care homes	79.21	83.78	85.10	89.38					
<i>Numerator: The sum of the ages of each adult entering a residential care home during the year</i>	8,238	7,792	8,170	2,592	Not Set	N/A	↑	84.3	Middle
<i>Denominator: The total number of adults entering residential care homes during the year</i>	104	93	96	29					
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%	73.8%	73.5%					
<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	1,449	681	77%	×	↓	62.5%	N/A
<i>Denominator: Number of adults who received advice and assistance from the information, advice and assistance service</i>	547	1,773	1,964	927					

*Numerator and Denominator removed due to small numbers.

Qualitative Performance Measures:

Adults 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 receiving care and support during the first half of 2019/20.

This is based on 328 responses:

Adults Questionnaire	2016/17	2017/18	2018/19	2019/20 Q2	2019/20 Q2	2019/20 Q2
	Actual	Actual	Actual	Yes	Sometimes	No
I live in a home that best supports my well-being	87.4%	86.4%	88.2%	89.5%	5.9%	4.5%
I can do the things that are important to me	52.8%	54.1%	55.4%	55.7%	33.6%	10.7%
I feel I am part of my community	52.7%	52.8%	53.5%	55.8%	27.3%	16.9%
I am happy with the support from my family, friends and neighbours	84.4%	88.3%	87.5%	88.6%	9.0%	2.4%
I feel safe	77.1%	79.1%	81.8%	80.8%	14.0%	5.1%
I know who to contact about my care and support	86.0%	84.4%	83.5%	86.0%	7.0%	7.0%
I have had the right information or advice when I needed it	81.7%	84.0%	81.8%	83.8%	13.1%	3.1%
I have been actively involved in decisions about how my care and support was provided	78.6%	81.4%	81.4%	82.7%	9.7%	7.6%
I was able to communicate in my preferred language	96.9%	97.5%	97.7%	97.7%	1.3%	1.0%
I was treated with dignity and respect	93.6%	93.0%	95.8%	95.7%	3.9%	0.3%
I am happy with the care and support I have had	85.4%	85.7%	88.3%	90.3%	8.4%	1.3%
If you live in a residential care home : It was my choice to live in a residential care home	61.5%	66.7%	73.2%	60.6%	6.1%	33.3%

National Performance Indicators – How we compare:

Limited comparable data for 2018/19 was released, what is available has been used to show how our current performance compared to Wales in 2018/19. Below are the indicators of Adults Services which are also included in the Public Accountability Measures set by Data Cymru

How do we compare other areas

