

REPORT TO AUDIT AND REVIEW PANEL

Title: Learning and Care Performance
Date: 27th August 2008
Member: Cllr Dudley
Service Area: Adult Services
Officer Reporting: Allan Brown, Head of Adult Services

1 PURPOSE OF REPORT

- 1.1 The purpose of the report is to provide members of the Audit Review with information on the performance of Adult Services both in 2007/08 and also in 2008/09.

2 BACKGROUND

- 2.1 Performance within Adult Services is managed differently to other parts of the Council. Within Social Care there is a regulator, the Commission for Social Care Inspection (CSCI). The CSCI manage the performance of the Councils with social services responsibilities, and they also monitor and inspect nursing homes, residential care homes and domiciliary care providers.
- 2.2 The current performance managed arrangements are an annual process and currently the authority is awarded stars depending on their performance. Currently the Royal Borough has two stars and narrowly missed out on a third star in the last reporting year which was 06/07. The maximum star rating is three stars, although 2007/08 is the last year of the current arrangements as new performance management arrangements are being introduced.
- 2.3 CSCI has laid down a range of performance indicators and these form part of the day to day work of the Adult Services Unit. They are collected through our computer system, PARIS, and are reported on regularly to managers so they can be aware of the progress that is being made around some of the key performance indicators.
- 2.4 The CSCI monitor performance regularly. Within CSCI there is a Business Relationship Manager who is allocated to the Royal Borough and whose job it is to monitor the Council performance. The business relationship manager meets with senior staff from the authority three times a year and there is also in addition an annual review meeting where our performance is considered. As part of the arrangements, there is a self-assessment survey (SAS) which consists of around 80 pages of information which is submitted to CSCI. The SAS is then carefully analysed by CSCI and they come to a view about our performance. As part of this, we are compared to all authorities nationally and also to a comparative group of other local authorities.
- 2.5 Each year, CSCI feedback areas of concern or weakness. In 2006/07, they identified six areas of weakness and these are reported on in the attached appendix.
- 2.6 As far as performance of 2007/08 is concerned, the result will be published late in November and presented to Cabinet during December.

3. PERFORMANCE IN 2007/08

- 3.1 Overall performance in 2007/08 improved and a number of performance bands increased. Full details are in (Appendix 1) of the performance across the service. What is particularly encouraging is to note the performance as far as the waiting times for assessment (D55) and also the waiting time for care packages (D56).

4. PERFORMANCE IN 2008/09

4.1 A framework to monitor performance was agreed with the then Lead Member, Cllr Story and Cllr MacBride early on this year. As part of this, it was decided that adult services would report on the following, details of which are in the appendix 2.

- a) Overall performance bandings.
- b) Performance areas which showed a variance of 10% either way.
- c) The areas for development identified by CSCI.
- d) 2007 LAA indicators.
- e) Current policy initiatives/areas for improvement.
- f) Manifesto commitments.

As far as the latest LAA is concerned which has just been agreed, there have been some difficulties in measuring some of the indicators but it is hoped to have some information available for when Audit and Review Panel meets.

5. RISK ISSUES

5.1 The subject of risk will be discussed at the Audit and Review Panel on 10th September when Steve Mappley will be presenting some details about all of the risks that are on the Risk Register. However, the major risks that are currently around which will impact upon performance are:

- a) The external domiciliary care market.

There have been major problems with the external domiciliary care market and two of the three providers have issued notice that they wish to withdraw from the contract. A report is being presented to Cabinet and we are in the process of selecting a new contract for Zones 4 and 5 which is the Maidenhead area. The other area is where the contractors have given notice is Zones 1 and 2 and that contract has been awarded to Care Force who currently operate in Windsor. There will be major issues as we transfer over the care and this will have to be carefully managed.

- b) D55 and D56

These are the waiting times for assessment and the waiting time for care packages. Currently we are behind on this target and it is one of the key things that the CSCI look at. One of the reasons that we are behind is that some staff have left and there have been some delays as far as recruitment is concerned. However, it is hoped that we will make up the ground in order to meet our target during 2008/09.

- c) Reviews

This is a challenging area where progress has been limited. Whilst we made good progress in 2007/08 and our performance increased to 69.3%, CSCI have indicated that we are the lowest performing council in our family. Our target for 2008/09 is 75% and whilst some of the reviews are cyclical and don't take place until the beginning part of 2009, it does appear that we are beginning to fall behind as far as reviews are concerned. Management action is underway but there is a capacity issue as far as this is concerned.

- d) Safeguarding Adults

One of the key responsibilities of adult social care is to protect vulnerable adults. New policy and procedures have been introduced and one of the benefits of this is increased awareness and increased referrals. In 2007/08 there were a total of 99 referrals. In the first 4 months there have been 48 referrals which suggest in a full year, there will be an increase of over 40%.

Reference

PAF

2005/6 band	2005/6 actual	2006/7 band	2006/7 actual	2007/8 band	2007/8 actual	Comment
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ADULT SERVICE DATA

Reference	PAF	2005/6 band	2005/6 actual	2006/7 band	2006/7 actual	2007/8 band	2007/8 actual	Comment
A80	Participation in drug treatment programmes							New definition - results available September 2008
C28	Households receiving intensive home care per 1,000 of population aged 65+	3	9.5	3	8.8	2	7.2	Band drop, 8.1 required for next band. Data from HH1 return in September
C29	Adults with physical disabilities helped to live at home per 1000 of population	3	3.5	2	2.6	3	3.5	Band rise, 4.2 required for next band
C30	Adults with learning disabilities helped to live at home per 1000 of population	4	2.6	4	2.8	5	3.2	Band rise to top band
C31	Adults with mental health problems helped to live at home per 1000 of population	5	4.1	5	3.8	5	4.2	Top band maintained
C32	Older people helped to live at home per 1000 of population	3	80.7	3	83.6	4	93.0	Band rise, 100.0 required for top band
C51	Direct payments per 100,000 of population	5	180.0	5	563.8	5	1461.7	Top band maintained
C62	The number of carers receiving "carers services" as a % of clients receiving community services	3	7.10%	4	10.38%	4	10.60%	Band maintained, 12.00% required for top band
C72	Admissions of supported residents aged 65 or over to residential/nursing care (per 10,000 pop.) Including temporary admissions that became permanent.	5	66.2	5	75.8	5	31.8	Top band maintained
C73	Admissions of supported residents aged 18-64 to residential/nursing care (per 10,000 pop.) Including temporary admissions that became permanent.	5	1.3	5	1.4	5	1.2	Top band maintained
D37	Availability of single rooms in residential accommodation	5	97.0	5	99.0	5	100.0%	Top band maintained
D39	Percentage of people receiving a statement of needs and how they will be met	4	96.9	4	96.5	5	100.0%	Band Rise to top band
D40	Clients receiving a review (%)	2	48.0%	3	60.4%	3	69.3%	New band introduced this year, 75% required for top band
D41	Delayed transfers of care (Interface indicator)	5	11	5	16	4	26	Band drop, 20.12 required for top band
D54	Percentage of items of equipment and adaptations delivered within 7 days	5	92.2	5	95.1	5	98.4%	Top band maintained
D55	Waiting time for assessments (48 hours to start, 4 weeks to complete)	3	74.1%	3	80.2%	4	88.3%	Band rise, 90% required for top band
D56	Waiting time for care packages (4 weeks to be in place).	4	83.5%	4	85.2%	5	92.6%	Band rise to top band
D75	% of Assessed Social Work Practice Learning Days - Adults			Not Available	20.0	4	11.0	New banding, 17.0 required for top band
E47	Ethnicity of older people receiving assessment	3	1.08	3	1.17	3	1.53	Top band maintained
E48	Ethnicity of older people receiving services following an assessment	3	1.07	3	0.99	3	1.03	Top band maintained
2137	Percentage of assessed service users with ethnicity 'Not Stated'	no band	7.6%	no band	3.4%		1.1%	Includes 'refusers'
2138	Percentage of people receiving a service with ethnicity Not Stated	no band	8%	no band	4.4%		1.8%	Includes 'refusers'
E82	% assessments leading to service being provided			no band	83.5%	3	82.2%	New banding, 82% required for next band
B11	Intensive home care as a percentage of intensive home and residential care	5	28.2	5	29.5	4	24.0%	Band drop, 27% required for top band. Data partially from HH1 return in September
B12	Weekly Cost of intensive care (residential, nursing & intensive Home help)					2	730.0	542 required for next band
B17	Average hourly cost of home care					2	21.3	16.56 required for next band

Adult Services Headline Report

Audit and Review Panel 27th August 2008

PAF FRAMEWORK – Predicted Outturn for Current Year

1	2	3	4	5	Banding
	1	5	4	9	Last Year 07/08 (See Appendix 1)
	3	5	2	9	This Year predicted 08/09
		2	1	16	Maximum Possible This Year

Trend Analysis

The following areas of performance are currently subject to a trend variation of less / more than 10% from previous years.

Area of Performance	Measure	Risk
Non residential intermediate care -1.2OP06/07/08	The number of places in a non residential setting.	Minimal risk. The aim of this service is to assist with rehabilitation for those older people who will benefit from the service.
Assessment timescales – D55	The time from referral acceptance to completion of assessment.	Medium risk. Target is 88% and last year's result was 85.1%. Current performance is 75.7%. There have been some staff vacancies which are in the process of being filled and this should assist in getting back on target.
Admissions to residential/nursing care – C72/C73	The number of people admitted to residential/nursing home care.	Medium risk. The number of people admitted to residential care has increased which has impacted upon this target. Admissions to nursing homes remains steady but people are only admitted if they meet the eligibility criteria.
POVA referrals	The number of referrals received in relation to adult safeguarding high risk area.	Medium risk. Referrals about safeguarding adults is an important area of work because of the risk issues around and has increased by over 40%. The risk is being managed and all cases have been investigated.
Telecare	The amount of telecare equipment issued.	Medium risk. Target for the year is 290 and current performance is 25% below target. Management action is underway to increase take up.

Areas for Development Identified by Commission for Social Care Inspection (Updated Monthly)

2008/09 - Period June 2008

1. Telecare

Indicator Type: SAS/LAA

Ref: 2.1/6.32

Action – Principal OT

Last Year Outturn	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
269	NA	290	72	NA	Number of people being provided with telecare equipment.	Low

2. Clients receiving a review

Indicator Type: PAF

Ref: D40

Action – Review Team Manager

Last Year Outturn	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
69.3%	3	75.0%	15.6%	3	% of cases receiving a review.	Medium

3. Assessment and Service Timescales

Indicator Type: PAF

Ref: D55/D56

Action – All Service Managers

Last Year Outturn	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
90.5%	4/5	91.0%	75.7%	2	Assessment timescales	Medium

4. Learning Disabled SU's helped into paid work

Indicator Type: SAS

Ref: 6.4

Action – Ways into Work team

Last Year Outturn	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
10	NA	15	6	NA	Number of people placed into employment	Medium

5. Drug Users retained in treatment

Indicator Type: SAS/LAA

Ref: 1.2/9.56

Increase the retainment rate of drug users in 12 week programs.

Action DAAT team

Last Year Outturn	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
88%	NA	90%	Not available	NA	Number of people who remain in treatment for 12 weeks.	Medium

6. Physically Disabled (18-64) helped to live at home

Indicator Type: PAF

Ref: C29

More younger people with physical disabilities helped to live at home

Action – Janet Dawson, Service Manager, Adult Care Services

Last Year Outturn	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
3.5	2	3.8	5.11	5	Adults with a physical disability helped to live at home per 10,000 population	Low

LAA Targets Relating to Adult Social Care (Updated Quarterly)

7. Carers receiving a service (numerator from PAF D62)

Indicator Type: LAA / PAF

Ref: 5.28a / D62

Increase number of carers in receipt of a carer's specific service

Action - Ed Thompson, Joint Commissioning Manager

Baseline	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
294	NA	310	333	NA	Number of carers who have had an assessment of need who receive a service	Low

8. Smoking Cessation

Indicator Type: LAA

Ref:

Action – Primary Care Trust

Baseline	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
750	NA	1850	Not available	NA	People who quit for 4 weeks	Medium

9. Weight Loss, Body Mass Index

Indicator Type: LAA

Ref: 4.20a

Action – Primary Care Trust

Baseline	Last Year Banding	Target	Current Outturn	Predicted Banding	Measures	Risk
60	NA	80	Not available	NA	Number of people with BMI >30 losing 3% of their total weight.	

Current Policy Initiatives / Areas for Improvement

10. Dignity Issues

Outcome	Actual Project Progress	Timescales
The principal of people being treated with dignity and respect is embedded across health and social care.	Work is underway to raise awareness about dignity issues both across the Council and across related health and social care agencies. The training is being provided to staff and a presentation is due to take place to Overview and Scrutiny Committee in September. This is linked to an LAA target.	Should be completed by March 31 st 2009.

11. Establish a long-term conditions team

Outcome	Actual Project Progress	Timescales
A health and social care team is established which focuses in on the needs of people with long-term conditions e.g. people with multiple sclerosis, COPD (chronic obstructive pulmonary disorder), asthma.	A single point of contact is being established within the Royal Borough for those individuals who have both health and social care needs. Further work is required to complete the establishment of the team and plans are in hand for a major planning day in October to finalise this work.	Implemented by 31 st March 2009.

12. Progress on agreeing new LAA targets (2009)

Outcome	Actual Project Progress	Timescales
New LAA targets agreed with Government Office of the South East.	New LAA targets have been agreed. Work is underway to monitor those targets which include people with a learning disability placed in work, alcohol harm related hospital admissions, drug users in effective treatment and people supported to living independently through Social Services.	Review 31 st March 2009.

13. Advocacy

Outcome	Actual Project Progress	Timescales
A range of advocacy services are available for all service users.	Good progress is being made. Age Concern have been commissioned to provide advocacy for older people and details of this were presented to CSCI at the Annual Review Meeting in July.	31 st March 2009.

14. Safeguarding Adults

Outcome	Actual Project Progress	Timescales
An improvement in the safeguarding adult arrangements and an increase in the number of identified cases.	A new policy initiative was introduced in 2005 to improve the current working arrangements across health and social care as far as safeguarding adults were concerned. As a result, new policies and procedures have been introduced and associated training is being undertaken to increase awareness across both the statutory and independent sectors.	31 st March 2009.

Manifesto Commitments

15. Learning Disabled adults in foster placements

Ref:

Increasing numbers of adults with learning disability into foster placements Action – Louise Kerfoot, Service Manager, Learning Disability Services

Outcome	Actual Project Progress	Timescales
The number of people with a learning disability placed in adult placement.	Limited progress has been made with this initiative as discussions are underway with Reading to see if there are some benefits of joining with Reading or we already have a successful adult placement scheme.	These discussions will be finalised by the end of August when an action plan will be drawn up to meet the target of 08/09 of 10 people being placed within the Learning Disability Placement Scheme.

16. Hospital Discharges

Indicator Type: PAF

Ref: D41

Delayed Discharges per 100,000 aged 65 +

Action – Janet Dawson, Service Manager, Adult Care Services

Outcome	Actual Project Progress	Timescales
There is an improvement in arrangements for people being discharged from hospital.	This is a complex project but good progress is being made. As far as delayed discharges from acute hospitals are concerned, the authority continues to meet those targets and has not as yet been fined in accordance with the reimbursement arrangements. The focus is now being placed on discharges from community hospitals as these are now being monitored by the Department of Health. An important initiative that is being developed which will impact upon this project is a new initiative by Heatherwood and Wexham who have commissioned Age Concern Berkshire East to provide a practical service which involves taking people from A & E back home and assisting in their return home. Risk is low.	31 st March 2009.