

North Lanarkshire Council Report

Adult Health and Social Care Committee

Agenda item _____ approval noting Ref Date 29/08/19

Adult Social Care Performance Report – Quarter 4 2018/19

From Chief Officer, Health & Social Care

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Executive Summary

The purpose of the report is to provide an update to the Committee on the performance of key areas of activity within Adult Social Care for the period 1 January 2019 to 31 March 2019 (Quarter 4).

Recommendations

Committee members are asked to:

- i) Note the contents of the report
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Supporting Documents

Appendix 1 Social Work Dashboard

Appendix 2 Areas for Improvement (Quarter 3, October – December 2018)

1. Background

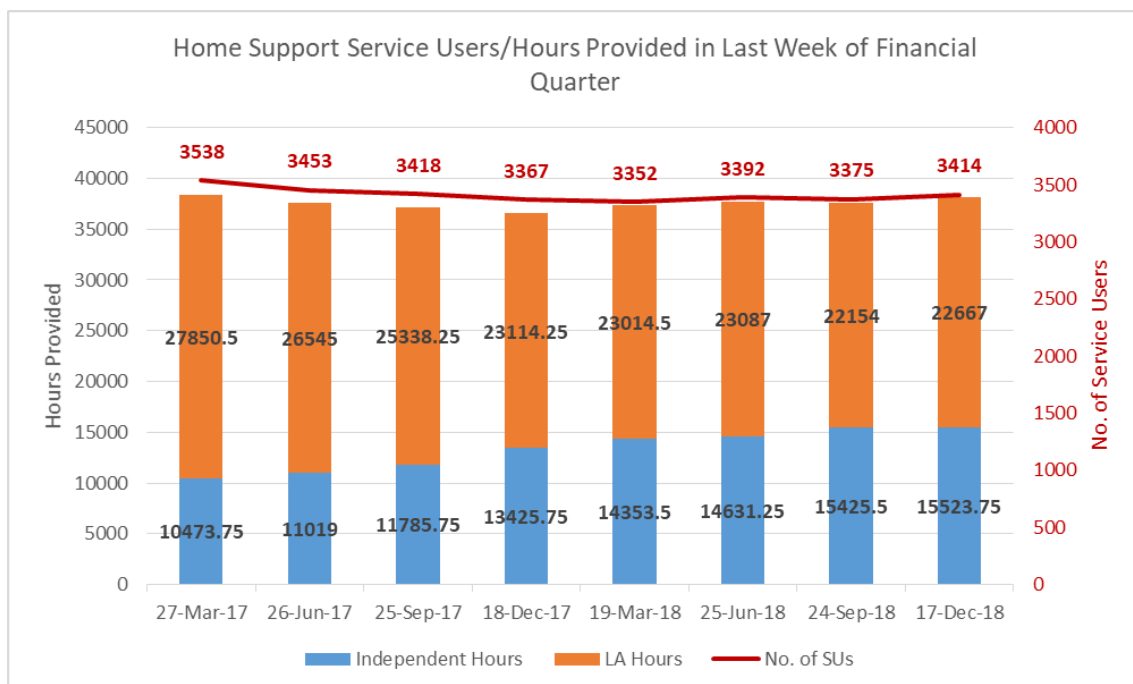
- 1.1 The Chief Officer has joint quarterly performance review meetings with the Chief Executive of NHS Lanarkshire and the Chief Executive of North Lanarkshire Council. These meetings are supported by a Chief Executive Performance Framework comprising a range of performance measures from across both health and social work systems, including relevant targets and trajectories.
- 1.2 Based on a traffic-light system there are areas for improvement identified within the performance framework each quarter for those that are flagged as Red or Amber. The performance review meetings are used as a means for jointly agreeing corrective actions.
- 1.3 Information from these performance reviews has been supplemented with additional performance information below to offer the committee a wider overview of performance across some key areas of adult social care delivery.

2. Report

- 2.1 The purpose of the report is to provide an update to the Committee on wider performance of key areas of adult social care delivery, in addition to the performance areas for improvement which have been identified as part of the Chief Executive Quarterly Performance Review for the period 1 January 2019 to 31 March 2019 (Quarter 4).
- 2.2 The performance data for Quarter 3 and associated trend information is included as Appendix 1.
- 2.3 Areas for improvement and planned actions are agreed and developed on an exception basis (i.e. for those indicators which are amber or red, based on tolerance thresholds). These are detailed as Appendix 2 of this report.
- 2.4 The remainder of the report focuses on two key areas of performance: Home Support & Care Home Placements.

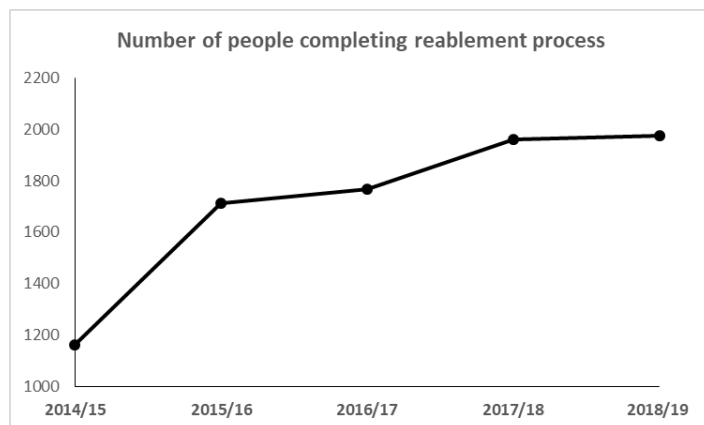
3. Home Support & Reablement Performance

- 3.1 The performance levels of our home support service is a key priority. The chart below illustrates that over the past two years the number of home support service users and number of hours delivered have remained fairly stable. At the same time, the number and proportion of hours provided by the independent sector has gradually increased over the same period. This rate of growth has recently plateaued.

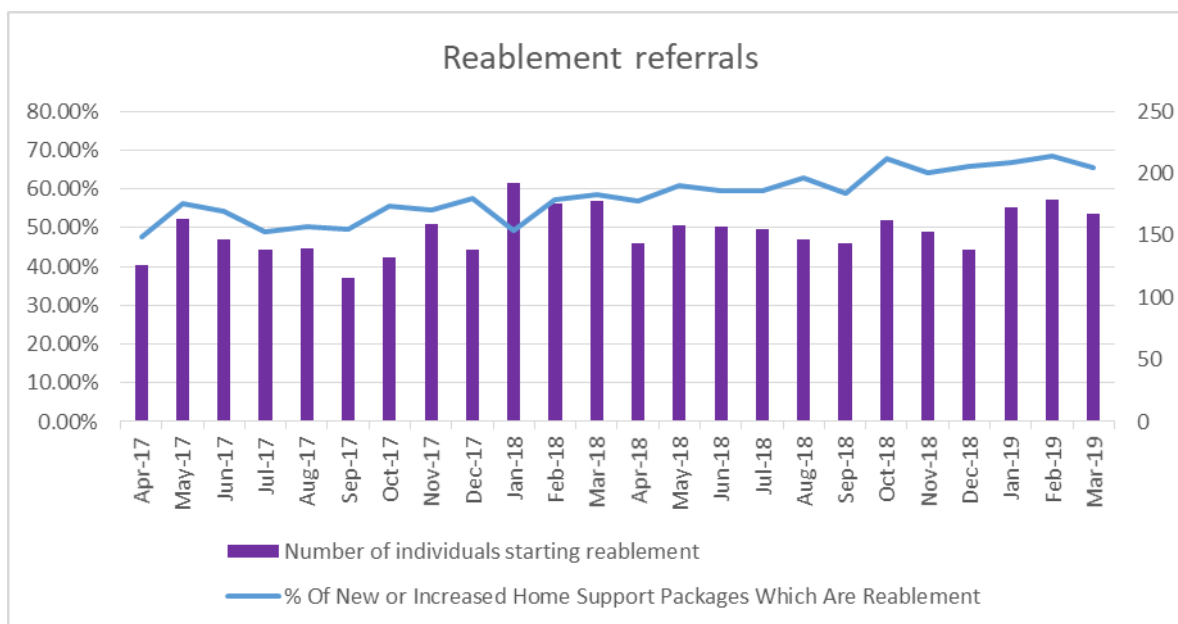


- 3.2 We continued to develop our reablement service in North Lanarkshire during 2018/19, with additional capacity created across all localities as they each moved towards the establishment of three reablement teams. In 2018/19, 1,974

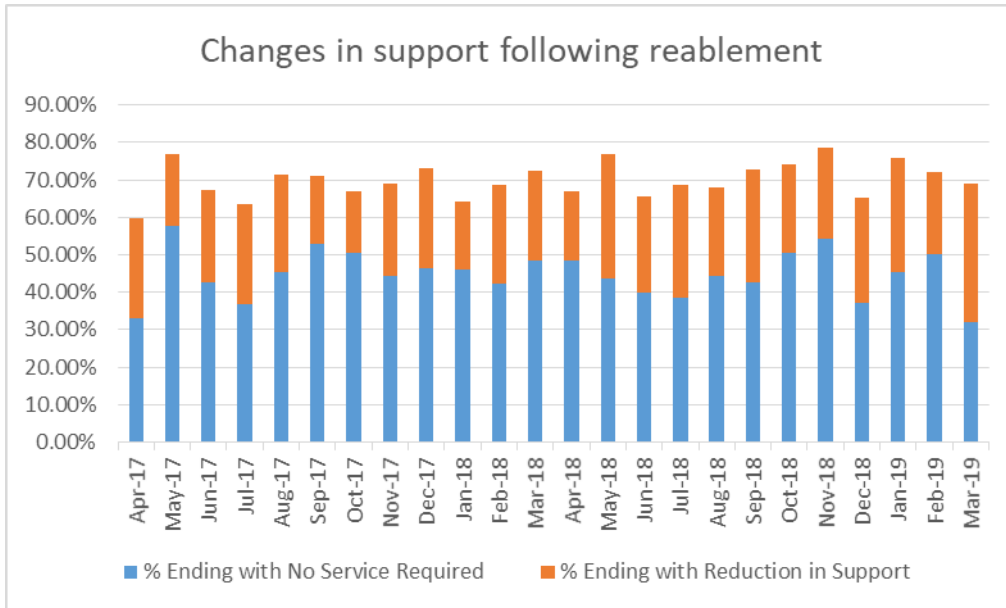
individuals were supported through the reablement process in North Lanarkshire, the highest annual number of people our service has supported. This represents a 69% increase in the number of people completing reablement process in the last 5 years.



3.3 As capacity has increased, the service is able to offer reablement support to more new service users or current service users whose current circumstances have changed. Since the start of the financial year, the percentage of new service users or those with an increased package of care who have gone through the reablement process has increased from 53.8% to 67% by the end of the year.



3.4 Across the year, on average 71.5% of people who completed the reablement process required no further support or a reduced level of support.

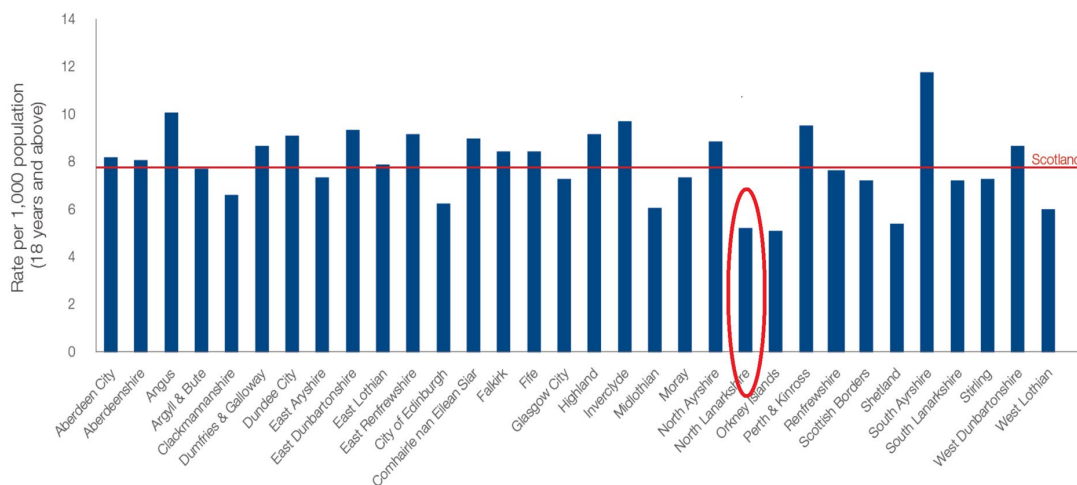


4. Care Home Placements

4.1 North Lanarkshire has, for a number of years, maintained a positive balance of care with a significantly large proportion of individuals with long term care needs being supported at home. Since 2010, North Lanarkshire has improved its relative position in this measure from twelfth of all Scottish local authorities to consistently being in the top three, according to the Local Government Benchmarking Network (LGBF).

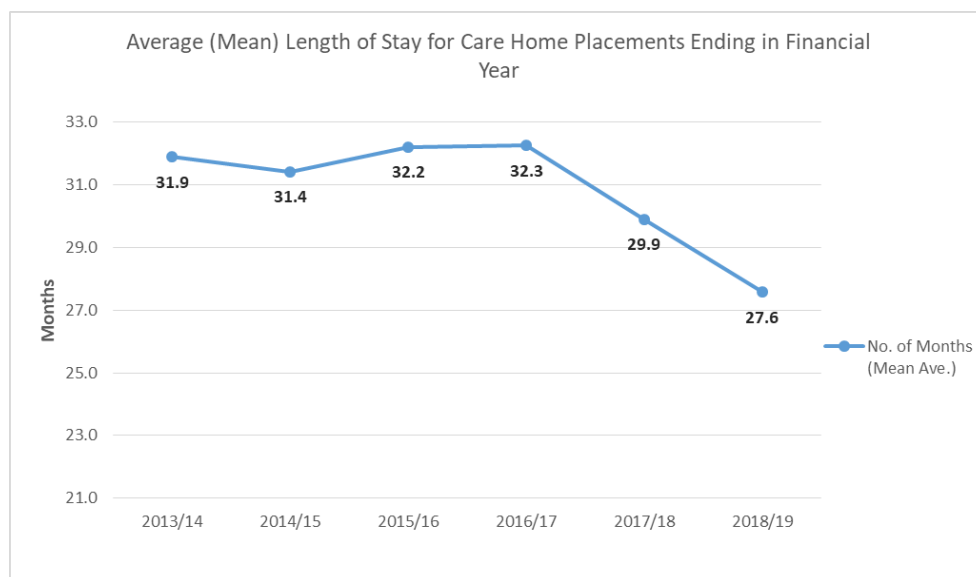
4.2 North Lanarkshire also has one of the lowest rate of care home placements in Scotland, as illustrated below.

Figure 19: People supported in care homes (residents ages 18+): rate per 1,000 population; as at 31 March 2018



4.3 As we continue our efforts to support individuals to live as independently as possible and remain in their own homes for as long as possible, we have seen a

reduction in the average length of time individuals are resident in care home placements over the past 2 years.



5. Equality and Diversity

5.1 Fairer Scotland

This report does not adversely impact the delivery of the Fairer Scotland Duty.

5.2 Equality Impact Assessment

There is no requirement to carry out an Equality Impact Assessment in relation to this report.

6. Implications

6.1 Financial Impact

There are no immediate financial implications of this report

6.2 HR/Policy/Legislative Impact

None

6.3 Environmental Impact

None

6.4 Risk Impact

None

7. Measures of success

7.1 Measures of success are contained within Appendix 1 of this report.

A handwritten signature in black ink, appearing to read 'Ross McGuffie', with a stylized flourish at the end.

Ross McGuffie
Chief Officer
Health & Social Care North Lanarkshire

Appendix 1 – Adult Social Care Dashboard

PLEASE NOTE FOR ALL INDICATORS UPWARDS ARROWS ↑ DENOTE POSITIVE PERFORMANCE

Outcome (National Health & Wellbeing)	Ref.	KPI	Target / Indicator 2018/19	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	Performance Compared to Previous Quarter	Performance Compared to Same Quarter Previous Year	Current Performance
2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonable practicable, independently and at home or in a homely setting in their community	2.1	Assistive Technology - Number Of People With Technology (0-17 yrs)	1,452	50	53	52	51	↓	↑	Green
		Assistive Technology - Number Of People With Technology (18-64yrs)		597	597	600	604	↑	↑	
		Assistive Technology - Number Of People With Technology (65+)		799	823	818	813	↓	↑	
	2.2	Reablement - Number Of People Completing Reablement Process	2000	480	942	1404	1941	↑	↑	Yellow
	2.3	Reablement - % Of New or Increased Home Support Packages Which Are Reablement	70%	59.3%	60.2%	66.3%	67.0%	↑	↑	Yellow
	2.4	Reablement - % Of People With No Home Support Service Required At End Of Process	50%	44.0%	41.0%	48.9%	42.9%	↓	↓	Red
	2.5	Home Care - No. People 65+ Receiving 10+ hrs Per Week Per 1000 Popn	24.0	22.6	22.6	22.3	22.3	↔	↓	Yellow
	2.6	Balance Of Care - % Of People (Age 65+)	45%	47.8%	47.1%	46.5%	46.8%	↑	↓	Green
2.7	IEAS - % Deliveries Achieved Within 7 Working Days Quarterly	80%	77.0%	78.4%	81.8%	81.0%	↓	↑	Green	
4. Health and social care services are centred on helping to maintain or improve the quality of life of	4.1	Care Home Placements At End Of Quarter - Per 1000 Popn 65+	24	22.8	23.3	23.6	23.3	↑	↓	Green
	4.2	Care Home Placements At End Of Quarter - Per 1000 Popn 75+	50	47.0	48.1	48.4	47.6	↑	↓	Green

people who use those services	4.3	Care Home - Average Length of Stay	865	846.5	960.4	709.7	898.0	↓	↑	
	4.4	Number Of People With Self Directed Support	1000	980	1011	1041	1051	↑	↑	
	4.5	Number Of People With A Direct Payment	240	232	231	226	225	↓	↓	
6. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact on their caring role on their own health and wellbeing	6.1	Community Alarm Service Users 75 Years And Over Per 1000 Population	Under Review	263.2	254.3	243.7	248.7	-	-	-
7. People who use health and social care services are safe from harm	7.1	% Of Adult Protection Referrals Passed To Care Team For Investigation	20%	27.7%	27.6%	18.6%	28.7%	↑	↑	
	7.2	% Of Adult Protection Investigations Going To Initial Case Conference	20%	18.3%	21.2%	16.0%	19.6%	↑	↓	
	7.3	Adult Protection - % Of Referrals With Decision Within 5 Days	60%	71.7%	70.4%	74.7%	75.5%	↑	↑	
	7.4	% of Adult Protection Referrals Which Did Not Go On To Investigation Or Other Service	50%	51.8%	45.2%	57.0%	49.8%	↓	↓	
9. Resources are used effectively and efficiently in the provision of health and social care services	9.1	Breakeven Position - YTD Variance (NLC)	>=0	0.072m	0.114m	-1.873m	-2.069m	↑	↓	
	9.2	Sickness Absence (NLC) - days lost per person	9.67	3.32	6.43	9.61	13.05	↓	↓	

Appendix 2 – Areas for Improvement (Quarter 4, January – March 2019)

1.	<p>Reablement / Home Support (Ref 2.2 – 2.5)</p> <p>The new model of Home Support continues to be implemented with all Localities expected to have 3 reablement teams in place by June 2019. In quarter 4, reablement teams were able to support a higher number of individuals (537) than in any other previous quarter since the inception of reablement teams. While this is in excess of the quarterly target, the annual target was missed by just under 3%.</p> <p>The percentage of new or increased packages which started in the reablement service stood at 67% for quarter 4, a very slight improvement on the previous quarter but just short of the anticipated 70% target. It should be noted that performance against this indicator has shown gradual quarter-on-quarter improvement since Q2 in 2017/18 when it stood at 49.7%.</p> <p>The next development in Home Support will be the roll out of dynamic scheduling, with the aim of creating a more efficient and quality-driven service, that is better able to meet the specific requirements of individuals.</p>
2.	<p>Adult Protection (Ref 7.1 – 7.4)</p> <p>Adult Support & Protection referrals continue to decrease overall but there was a slight increase in referrals from Police Scotland from the previous quarter. All Localities report continued increase in ‘Adult Concern’ reports and some small scale scoping will take place later this year to review this process.</p> <p>The number of case conferences held has doubled over the same period last year. This is very positive as a key aim of adult protection legislation and frameworks is to bring multi agency partners together and to cooperate with each other in finding ways of meaningfully intervening to safeguard and protect adults at risk.</p> <p>The review of ASP procedures and consultation with Locality Social Work Managers, Senior Social Workers has offered an opportunity to improve our recording processes in relation to adult protection.</p>
3.	<p>Budget (Ref 9.1)</p> <p>The main factors contributing to the outturn figures are as follows: An increase in care home placements, home support services and the provision of adaptations in private homes (net £1.617m) reflecting the demographic changes in line with the increasing population of older people. Across the year, this relates to an estimated additional 2,000 hours per week of support and an estimated increase of 44 care home placements. The demand for equipment and adaptations to maintain people at home is also increasing. The demand for family placements has also increased as a result of</p>

	additional kinship and external fostering placements. The provisional outturn is also based on the latest information available reflecting the revised pay award for 2018/2019.
4.	Sickness Absence (Ref 9.2) Absence levels continue to be challenging within the service. The Head of Adult Social Work Services has visited all localities, with support from the Senior HR Business Partner, to ensure the appropriate use of policies and supports across all locality teams.