

North Lanarkshire Council Report

Adult Social Care Committee

approval noting

Ref

Date 08/09/20

Adult Social Care Performance Report – Quarter 4 2019/20

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 2020 to 31 March 2020 (Quarter 4).

Recommendations

Committee members are asked to:

- i) Note the contents of the report

The Plan for North Lanarkshire

Priority Improve the health and wellbeing of our communities

Ambition statement (12) Ensure our residents are able to achieve, maintain, and recover their independence through appropriate supports at home and in their communities

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 to 31 March 2020 (Quarter 4).
- 2.2 The performance data for Quarter 4 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.

3. Equality and Diversity

- 3.1 **Fairer Scotland**
This report does not adversely impact the delivery of the Fairer Scotland Duty.
- 3.2 **Equality Impact Assessment**
There is no requirement to carry out an Equality Impact Assessment in relation to this report.

4. Implications

- 4.1 **Financial Impact**
There are no immediate financial implications of this report
- 4.2 **HR/Policy/Legislative Impact**
None
- 4.3 **Environmental Impact**
None
- 4.4 **Risk Impact**
None

5. Measures of success

- 5.1 Measures of success are contained within Appendix 1 of this report.
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6. Supporting Documents

6.1 Appendix 1: Adult Social Care Dashboard

6.2 Appendix 2: Areas for Improvement (Quarter 2, January – March 2020)

A handwritten signature in black ink, appearing to read 'Ross McGuffie', with a long horizontal stroke extending to the right.

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 2019/20	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 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)	1452	50	50	47	46	↓	↓	G
		Assistive Technology - Number Of People With Technology (18-64yrs)		607	613	613	622	↑	↑	
		Assistive Technology - Number Of People With Technology (65+)		859	890	895	880	↓	↑	
	2.2	Reablement - Number Of People Completing Reablement Process	2000 (500 per quarter)	559	1166	1628	2273	↑	↑	G
	2.3	Reablement - % Of New or Increased Home Support Packages Which Are Reablement	70%	75.1%	78.7%	72.5%	73.7%	↑	↑	G
	2.4	Reablement - % Of People With No or Reduced Level of Home Support Service At End Of Process	70%	70.2%	74.5%	70.9%	71.4%	↑	↓	G
	2.6	Balance Of Care - % Of People (Age 65+)	45%	46.3%	46.1%	45.8%	44.0%	↓	↓	A
2.7	IEAS - % Deliveries Achieved Within 7 Working Days Quarterly	80%	80.4%	80.3%	73.0%	78.2%	↑	↓	A	
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	23.3	23.0	23.3	23.6	↓	↓	G
	4.2	Care Home Placements At End Of Quarter - Per 1000 Popn 75+	50	47.7	47.4	47.7	48.6	↓	↓	G

people who use those services	4.3	Care Home - Average Length of Stay	865	786.0	962.2	861.8	962.0	↓	↓	A
	4.4	Number Of People With Self Directed Support	1000	1139	1127	1118	1116	↓	↑	G
	4.5	Number Of People With A Direct Payment	240	234	250	253	258	↑	↑	G
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							-
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%	19.4%	19.3%	18.3%	16.1%	↓	↓	A
	7.2	% Of Adult Protection Investigations Going To Initial Case Conference	20%	26.3%	33.3%	23.9%	29.8%	↑	↑	G
	7.3	Adult Protection - % Of Referrals With Decision Within 5 Days	60%	69.5%	69.6%	63.7%	56.7%	↓	↓	A
	7.4	% of Adult Protection Referrals Which Did Not Go On To Investigation Or Other Service	50%	56.6%	54.4%	57.6%	63.7%	↑	↑	G
9. Resources are used effectively and efficiently in the provision of health and social care services	9.1	Breakeven Position - YTD Variance (NLC)	>=0	-4.3m	-4.004m	-1.622m	0	↑	↑	G
	9.2	Sickness Absence (NLC) - days lost per person	11.32	3.37	6.62	9.68	13.19	↑	↑	R

Appendix 2 – Areas for Improvement (Quarter 4, January – March 2020)

1.	<p>Balance of Care (Ref 2.6)</p> <p>The balance of care indicator is a proxy measure of the proportion of individual with complex and long-term support needs who are supported at home. North Lanarkshire compares favourably with other areas on this measure with a relatively higher proportion of individuals supported at home, and a lower proportion of individuals supported via care home placements. There has been a very small but gradual reduction in the overall proportion of individuals supported at home in the last 5-6 quarters. This issue merits further investigation but may be due to the higher number of individuals supported home from hospital with smaller packages of care in recent times and also due to the pattern of increasing number of individuals in care home placements, pre-covid.</p>
2.	<p>Integrated Equipment & Adaptation Service (Ref 2.7)</p> <p>The percentage of deliveries within 7 days for Q4 showed improvement from last quarter, against a backdrop of increased referrals. Since the end of March, referrals numbers fell considerably as a result of the COVID-19 response. The service has played a vital role in recent weeks in the management and provision of PPE stock for in-house staff, independent sector providers and unpaid carers.</p>
3.	<p>Care Home – Average Length of Stay (Ref)</p> <p>The average length of stay for the quarter can be subject to significant change and can often be affected by a small number of discharges with either significantly long or short stays. The overall average length of stay for 2019/20 was 897 days and, while higher than 2018/19, not significantly so.</p>
4.	<p>Adult Protection</p> <p>The number of ASP referrals received during Q4 2019/20 increased by over 10% on the previous quarter which had a subsequent impact on the proportion of referrals which proceeded to investigation. The most recent round of locality performance reviews focused on particular areas of challenge in relation to this and issues are being addressed.</p> <p>During the COVID-19 lockdown period, adult protection activity is closely monitored across all localities and reported to Scottish Government on a weekly basis. While overall referral volumes fell away in the initial weeks of lockdown, these have now returned to pre-COVID levels.</p> <p>The service continues to hold ASP case conferences, planning meetings and ASP visits where necessary. Ongoing discussion regarding recovery of adult support & protection services is a priority area.</p>
5.	<p>Sickness Absence (Ref 9.2)</p>

	Four-weekly absence managements have been reconvened using technology available and absence has been monitored and appropriate advice and guidance has been received from those off work including stress questionnaires and other tools available.
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