

# North Lanarkshire Council Report

## Adult Social Care Committee

approval  noting

Ref

Date 17/11/2020

## Adult Social Care Performance Report – Quarter 1 2020/21

**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 April 2020 to 30 June 2020 (Quarter 1).

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### Recommendations

Committee members are asked to:

- i) Note the contents of the report
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### 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.
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## **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 April 2020 to 30 June 2020 (Quarter 1).
- 2.2 The performance data for Quarter 1 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.
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## **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.
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## **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
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## **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 1, April – June 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 Q2	2019/20 Q3	2019/20 Q4	2020/21 Q1	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	47	46	42	↓	↓	Green
		Assistive Technology - Number Of People With Technology (18-64yrs)		613	613	622	616	↓	↑	
		Assistive Technology - Number Of People With Technology (65+)		890	895	880	868	↓	↑	
	2.2	Reablement - Number Of People Completing Reablement Process	2000 (500 per quarter)	1166	1628	2273	363	↓	↓	Red
	2.3	Reablement - % Of New or Increased Home Support Packages Which Are Reablement	70%	78.7%	72.5%	73.7%	73.5%	↓	↓	Green
	2.4	Reablement - % Of People With No or Reduced Level of Home Support Service At End Of Process	70%	74.5%	70.9%	71.4%	67.2%	↓	↓	Yellow
	2.6	Balance Of Care - % Of People (Age 65+)	45%	46%	46%	44%	45%	↑	↓	Green
2.7	IEAS - % Deliveries Achieved Within 7 Working Days Quarterly	80%	80.3%	73.0%	78.2%	65.1%	↓	↓	Red	
4. Health and social care services are centred on helping to maintain or improve the quality of life of	4.1	Complaints Processed Within Timescale (NLC)	85%	65.0%	47.5%	51.5%	73.0%	↑	↑	Red
	4.2	Care Home Placements At End Of Quarter - Per 1000 Popn 65+	24	23.0	23.3	23.6	21.6	↑	↑	Green

people who use those services	4.3	Care Home Placements At End Of Quarter - Per 1000 Popn 75+	50	47.4	47.7	48.6	44.4	↑	↑	
	4.4	Care Home - Average Length of Stay	865	962.2	861.8	962.0	984.7	↓	↓	
	4.5	Number Of People With Self Directed Support	1000	1127	1118	1116	1096	↓	↓	
	4.6	Number Of People With A Direct Payment	240	250	253	258	252	↓	↑	
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	<b>Under Review</b>							
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%	19.3%	18.3%	16.1%	15.2%	↓	↓	
	7.2	% Of Adult Protection Investigations Going To Initial Case Conference	20%	33.3%	23.9%	29.8%	19.4%	↓	↓	
	7.3	Adult Protection - % Of Referrals With Decision Within 5 Days	60%	70%	64%	57%	71.3%	↑	↑	
	7.4	% of Adult Protection Referrals Which Did Not Go On To Investigation Or Other Service	50%	54.4%	57.6%	63.7%	59.3%	↑	↓	
9. Resources are used effectively and efficiently in the provision of health and social care services	9.1	Breakeven Position - YTD Variance (NLC)	>=0	-4.004m	-1.622m	0	6.985m overspend 1.227m underspend exc covid	↑	↑	
	9.2	Sickness Absence (NLC) - days lost per person	11.32	6.62	9.68	13.19	2.82	↑	↑	

## Appendix 2 – Areas for Improvement (Quarter 1, April – June 2020)

<b>1.</b>	<p><b>Home Support / Reablement</b></p> <p>The Home Support service continued to deliver throughout the lockdown period and faced some challenges in relation to staffing levels, as a result of self isolation, staff absence, etc. However, the trend in numbers self-isolating or unable to work due to underlying health conditions improved considerably from mid-April onwards.</p> <p>While reablement has remained a priority within the service, the number of people completing the reablement process in the period April – June 2020 decreased by 42% on the previous quarter, and by 34% compared with the same period of last year. Overall, referrals to the reablement service were 32% lower than the previous quarter. Referrals to the service have recovered during quarter 2.</p> <p>Despite patterns of new demand reducing during the period April – June, the proportion of new referrals that started in reablement remained steady and on target at 74%.</p> <p>The proportion of reablement service users requiring no or a reduced level of support following their period of reablement stood at 67% for Q1, which is below target of 70%.</p>
<b>2.</b>	<p><b>Integrated Equipment &amp; Adaptation Service (IEAS)</b></p> <p>The service operated significantly below capacity during Q1 due to reduced staffing levels. All available resources were focused on delayed discharge /admission prevention. The service was also tasked with the management and distribution of both NSS and Council wide PPE supplies, which had an impact on general equipment performance.</p> <p>Staffing levels are back to normal and PPE responsibilities continue which will have an impact on Q2 performance.</p>
<b>3.</b>	<p><b>Complaints</b></p> <p>Adults Health &amp; Social Care received eleven complaints during quarter 1, and 3 complaints were outside of agreed timescales. Actions agreed for the next 6 months</p> <ul style="list-style-type: none"><li>• Circulation of guidelines and templates to support staff using the new procedure.</li><li>• New procedure will have a firm focus on learning from complaints, and the subsequent application of learning outcomes into practice.</li><li>• A learning from complaints logging sheet is now embedded into refreshed procedures.</li><li>• Consideration of development of on-line training.</li></ul>

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|  | <ul style="list-style-type: none"><li>• Re-configuration of home care services may mean that more complaint handling training needs to be made available to a wider range of staff.</li></ul> |
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