

Adults Services Scorecard - Quarter 2 2021/2022

| Measure | Polarity | NW stat Av | National Av | 21-22 Target | Year end 2020-2021 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | 21-22 yr to date | RAG | Comments |
|---|--------------|------------|-------------|--------------|--------------------|-----------|-----------|-----------|-----------|------------------|-----|---|
| Benchmarking/ ASCOF Indicators | | | | | | | | | | | | |
| Residential Admissions for 18-64 age band (Total Admissions YTD) | Low is good | | | <30 | 13 | 7 | 15 | | | 15 | | Whilst admissions are higher than last year this reflects a pattern that we would expect to see without the impact of a pandemic |
| Residential Admissions for 18-64 age band per 100k population (ASCOF 2A1) YTD fig | Low is good | 13.7 | 13.3 | | 6.0 | 3.2 | 6.9 | | | 6.9 | | see above |
| Residential Admissions for 65+ age band (Total Admissions YTD) | Low is good | | | <530 | 443 | 136 | 290 | | | 290 | | Admissions at the half year point indicate a potential year end position higher than we would like to see. Admissions to residential care are being impacted due to shortages in domiciliary care availability in the local authority and the need for individuals to be safely supported. This is not unique to Cheshire East and is being reported nationwide as an issue. The local authority has launched a recruitment campaign to hopefully address the shortage in trained staff. The requirement for Covid vaccinations is also impacting on recruitment across the board |
| Residential Admissions for 65+ age band per 100k population (ASCOF 2A2) ytd fig | Low is good | 715.0 | 628.2 | | 502.0 | 156.3 | 333.3 | | | 333.3 | | see above |
| Total number of individuals currently in residential/ nursing care 18-64 | Low is good | | | | 170 | 186 | 186 | | | 186 | | see above |
| Total number of individuals currently in residential/ nursing care 65+ | Low is good | | | | 868 | 1091 | 1103 | | | 1103 | | see above |
| Proportion of adults with a learning disability in paid employment (ASCOF 1E) | High is good | 3.7% | 5.8% | | 12.0% | 5.1% | 4.9% | | | 4.9% | | The outturn also includes those supported by the supported employment service which we can't report on throughout the year. |
| Proportion of adults with a learning disability living in their own home or with their family (ASCOF 1F) - YTD | High is good | 85.7% | 75.4% | 87% | 86.6% | 85.5% | 85.0% | | | 85.0% | | Although a small drop our overall position remains strong compared to the national and regional picture |
| Proportion of adults receiving self-directed support - YTD | High is good | 83.4% | 86.90% | | 100.0% | 100.0% | 100.0% | | | 100.0% | | no change |
| Proportion of adults receiving direct payments - YTD | High is good | | 28.1% | 25% | 17.4% | 17.3% | 17.8% | | | 17.8% | | no change |
| Core Service Activity | | | | | | | | | | | | |
| Number of New case Contacts in period | Low is good | | | 13000 | 11,662 | 3,380 | 3,183 | | | 6,563 | | These figures will only take into account those individuals contacting the service and will exclude the range of queries directed to the 'People helping People' Service. The half year position suggests an increase from last year but this could be a knock on impact of the Covid pandemic and families trying to manage during lockdown. |
| Percentage of all new contacts (other than safeguarding) where the Client had any other Contact in the previous 12 months | Low is Good | | | | 36% | 36% | 35% | | | 36% | | No change |
| Number of Contacts resulting in a New Referral | Low is good | | | | 8,050 | 2,336 | 2,195 | | | 4,531 | | At the half year stage the % of contacts resulting in a referral remain at around 70%. Indications are that there will be around 12% more referrals than last year which will obviously have a considerable impact on the workload of the teams |
| Number of Assessments completed in period | n/a | | | | 2,684 | 593 | 583 | | | 1,176 | | Overall assessments compared to the volume of referrals indicates that we have an increasing backlog in terms of workload. Teams are reporting issues with capacity to undertake work which is compounded by ongoing issues from Covid and isolation requirements. |
| % of assessments that result in any commissioned service (including long-term, short-term and telecare) | n/a | | | | 82.8% | 84.1% | 80.1% | | | 82.1% | | This suggests that the right cases are progressing to referral and assessment. There will always be some cases that don't result in packages due to changing circumstances during assessment/ self funders |

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| Number of Support Plan Reviews completed in quarter | High is good | | | | 4,802 | 1,157 | 798 | | | 1,955 | | Overall pressures in terms of increased referrals are also having a knock on effect to complete scheduled reviews, again compounded by issues relating to Covid isolation requirements. |
| Percentage of Clients who have received Long Term Support for 12 months continuously that have been reviewed in the last 12 months - snapshot position at end of quarter | High is good | | | 75% | 74.8% | 62.1% | 58.6% | | | | | See above |
| Percentage of Clients who have received Long Term Support for 24 months continuously that have been reviewed in the last 24 months - snapshot position at end of quarter | High is good | | | | 93.3% | 92.7% | 92.1% | | | 92.1% | | This provides confidence that overall those requiring long term support have an up to date package of care that has been reviewed either within or prior to the pandemic - we need to keep a watchful eye on the 12 month picture to ensure it doesn't start to have an adverse impact. |
| Proportion of service users in receipt of a community based service. | High is good | | | 80% | 88.4% | 91.0% | 92.0% | | | 92.1% | | This is a potentially positive impact of the pandemic as services have adapted to support individuals within the community. It reflects the reluctance of many who do not wish to enter long term bed based services. We have also seen an increase in carers to our Carers' Hub reflecting family desires to support individuals at home. |
| Number of service users in receipt of a community based service. | High is good | | | | 5,301 | 5,513 | 5,544 | | | N/A | | see above |

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| Care4Ce | | | | | | | | | | | | |
| Number of mental health reablement referrals received in quarter | n/a | | | | 2,462 | 757 | 712 | | | 1,469 | | Overall referrals are rising which is compounding with pressures seen across the board |
| % of referrals where individual engaged | High is good | | | | 77.0% | 75% | 72% | | | 74% | | There has been a small decrease in engagement this quarter. Hopefully as more individuals receive both vaccinations and people become more confident that the relaxation of guidance is not having an adverse impacted then this will increase |
| % of completed interventions which resulted in no ongoing package (ongoing package defined as a Long Term Support Service) | High is good | | | | 100.0% | 100.0% | 100.0% | | | 100.0% | | see above comments |
| Number of dementia reablement referrals received in quarter | n/a | | | | 935 | 290 | 270 | | | 560 | | Whilst a small drop in quarter 2 the overall numbers remain higher than last year. |
| Number of community support reablement referrals received in quarter | n/a | | | | 947 | 278 | 336 | | | 614 | | Rising numbers of referrals are increasing the pressure on the service which is magnified due to issues around Covid-19 and additional requirements for PPE. |
| % community support reablement completed with no ongoing package of care (ongoing package of care defined as Long Term Support in SALT) | High is good | | | | 67% | 71% | 74% | | | 73% | | This continues to demonstrate the success of re-ablement and early support in preventing the need for long term support. |

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|--|-----|--|--|--|-------|-------|-------|--|--|-------|--|--|
| Active Service Users | | | | | | | | | | | | |
| Total number of individuals on the visual impairment register | n/a | | | | 2,231 | 2,240 | 2,281 | | | 2,281 | | It is important to understand the numbers in order to be able to develop sufficiency of services and inform equality impact assessments when changing services to ensure no individuals are adversely affected |
| Total number of Clients with an active service other than Telecare (18-25) | n/a | | | | 222 | 221 | 215 | | | 215 | | see overall comments above re individuals supported in the community |
| Total number of Clients with an active service other than Telecare (26-64) | n/a | | | | 1,359 | 1,368 | 1,367 | | | 1,367 | | see overall comments above re individuals supported in the community |
| Total number of Clients with an active service other than Telecare (65-84) | n/a | | | | 1,527 | 1,536 | 1,514 | | | 1,514 | | see overall comments above re individuals supported in the community |
| Total number of Clients with an active service other than Telecare (85+) | n/a | | | | 1,223 | 1,240 | 1,243 | | | 1,243 | | see overall comments above re individuals supported in the community |

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| Total number of Clients only receiving a Telecare service | n/a | | | | 1,762 | 1,706 | 1,703 | | | 1,703 | | Given that we are seeing increased numbers of individuals being supported in the community we are monitoring the take up of telecare products. We are however aware that some families are utilising other forms of digital products and platforms in a range of innovative ways to support family members in ways that traditionally may have required telecare products. These advancements in technology will form part of our understanding and planning process moving forward |
| Total number of Clients receiving any service - including Telecare (65+) | n/a | | | | 4,408 | 4,387 | 4,365 | | | 4,365 | | see overall comments above re individuals supported in the community |
| Numbers of individuals supported through the carer hub | n/a | | | | 1,749 | 417 | 949 | | | 1,366 | | Whilst it is extremely positive that more individuals are receiving support this again is evidence of the rising demand across the whole Adult Social Care system and there is a worry that demand will exceed the support available. |
| Rate of Carers receiving a Carer Service (per 10k population) | | | | | 58 | 17 | 31 | | | 31 | | Numerator for this measure includes all carers from indicator 4.12 plus carers assessed (with no service) plus carers with a service recorded on Liquidlogic |
| Risk Enablement | | | | | | | | | | | | |
| Number of mental health act assessments completed | n/a | | | | 605 | 162 | 144 | | | 306 | | Overall the picture presented is indicating a slightly higher picture than last year. It is possible we are now beginning to see an increase in requests as the impacts of the pandemic on the mental health of individuals are becoming more apparent |
| Number of S117 clients (includes Z65 MH Aftercare from Q4) | n/a | | | | 929 | 951 | 964 | | | 964 | | |
| New DOLS Requests (Cumulative) | n/a | | | | 2836 | 836 | 1665 | | | 1665 | | Q2 21/22 is showing a continued rising picture. Whilst an increased work load, this is positive in that providers are following the correct procedures and ensuring individuals are being appropriately assessed. There is ongoing preparatory work to assess the potential impact of the LPS guidance which is currently being finalised. |
| New DOLS Requests per 100,000 (Cumulative) | n/a | 433 | 454 | | 932.1 | 270.9 | 539.5 | | | 539.5 | | see above |
| Timeliness of DOLS Application processing <i>Average days lapsed from Date Application Received to Date Application Signed Off (for completed applications)</i> | Low is good | | | | 40 (Average over year) | 47 | 48 | | | N/A | | This figure shows the processing timescale in average days for completed applications. This is calculated based on the Date Application Received and the Date Application Signed Off (ie after all assessments, etc are carried out and a decision made regarding the application). |
| Number of Substantiated (including Partially Substantiated) S42 Enquiries concluding with a 'Type' of Domestic Abuse | Low is good | | | | 15 | 10 | 19 | | | 29 | | The increase in those where domestic abuse features reflects a national picture around rising issues during the Covid-19 pandemic. The service works closely alongside the domestic abuse service to ensure services are there to support individuals |
| Number of new Safeguarding Concerns received in a period (events not individuals) | n/a | | | | 4238 | 1330 | 1309 | | | 2639 | | The highest number of concerns referred are coming from providers with concerns linked to both care homes and community settings related to short calls. Discussions in regional and national webinars indicate that a number of local authorities are experiencing similar increases. |
| Number of new S42 Safeguarding Enquiries starting in period | n/a | | | | 1189 | 430 | 405 | | | 835 | | Increased awareness of safeguarding in the public arena is resulting in more concerns being raised so although we are seeing increased volumes it is ensuring that more individuals are being appropriately supported and kept safe. |
| Number of new Other (Non-S42) Safeguarding Enquiries starting in period | n/a | | | | 167 | 47 | 57 | | | 104 | | see above |
| Number of S42 Enquiries Concluded in the period | n/a | | | | 1161 | 376 | 421 | | | 797 | | see above |
| Percentage of S42 Enquiries Concluded for which the client expressed their desired outcomes | High is good | | | | 62% | 62.5% | 63.2% | | | 62.8% | | see above |

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| Of S42 Enquiries Completed that the client expressed their desired outcomes, the percentage that were fully achieved (not partially achieved) | High is good | | | | 68% | 69.8% | 59.8% | | | 64.8% | | see above |
| % of concluded S42 enquiries where outcome of enquiry was substantiated/ partially substantiated | High is good | | | | 53.1% | 56.4% | 63.2% | | | 59.8% | | see above |
| Commissioning Activity | | | | | | | | | | | | |
| % of dom care rated good or outstanding with CQC | | | | | 87.7% | 86.3% | 86.1% | | | 86.1% | | no real change |
| % of care homes rated good or outstanding with CQC | | | | | 82.3% | 84.4% | 84.4% | | | 84.4% | | no change |
| % of complex care providers rated good or outstanding with CQC | | | | | | | 50% (89%) | | | | | We have 109 providers on the complex care framework, of which 55 are rated good or outstanding with 1 rated inadequate and 5 rated requires improvement. The figure in brackets excludes the 31 not yet inspected (28% and the 16 that are not CQC registered (15%) |
| Sexual Health – % of LARCs (excluding injectables) prescribed as a proportion off all contraceptives by age | | | | | | 62.0% | 47.0% | | | | | |
| Number of people awaiting a placement or package of care (short or long term) following hospital discharge | | | | | 8 | 38 | 71 | | | | | Figures in this row are snapshots taken on the last working day of each quarter therefore figures are subject to fluctuation. A rising number overall is indicative of pressures in the system alluded to in a number of lines above |
| Number of people awaiting a placement or package of care (short or long term) in the community | | | | | 46 | 99 | 154 | | | | | Figures in this row are snapshots taken on the last working day of each quarter therefore figures are subject to fluctuation. A rising number overall is indicative of pressures in the system alluded to in a number of lines above |
| Percentage of domiciliary care hours delivered by Prime Providers (this may need to come out depending on the new CAH model) | | | | | | | 35.0% | | | | | Ideally we would like to see the prime providers being able to deliver a higher % of hours. |