

BRIEFING REPORT

Adults and Health Committee

Date of Meeting:	28 March 2022
Report Title:	Adult Social Care Performance Scorecard - Quarter 3 2021/22
Report of:	Helen Charlesworth-May, Executive Director of Adults, Health and Integration

1. Purpose of Report

- 1.1.** This report and the performance scorecard (included within the appendix) provide an overview of performance across Adult Social Care for quarter 3 of 2021/22 (1 October – 31 December 2021).
- 1.2.** The scorecard reports key measures across a number of strategic areas including the statutory adult social care (ASCOF) measures, core service activity, Care4CE and reablement activity, active service users, risk enablement (including mental health, Deprivation of Liberty Safeguards (DOLS) and safeguarding). All these areas feed into the strategic aims and objectives in the council's Corporate Plan 2021-25.

2. Executive Summary

- 2.1.** The scorecard includes measures covering all areas of the service. Notable performance against service areas is shown in the following sections. The scorecard includes the year end outturn position at the end of 2020/21 and the updated figure for 2021/22 in quarter 3, along with a RAG rating to highlight any concerns of note.
- 2.2.** The main areas for highlighting are:
 - Rising numbers of residential admissions in individuals aged 65+
 - Rising numbers of contacts to the local authority resulting in a referral
 - The percentage of clients who have received long term support for 12 and 24 months that have been reviewed

- The reduction in the percentage of community reablement packages completed which result in no long term package of care being needed.
- The increasing number of individuals being supported by the Carers Hub
- The number of new Deprivation of Liberty Safeguards (DOLS) requests being received
- Increased number of individuals awaiting packages of care
- The proportion of adults receiving direct payments to arrange their own support.

3. Background

3.1. The scorecard enables appropriate scrutiny of key performance measures and helps to highlight areas of good and poor performance; and therefore scrutiny of the effectiveness of plans in place to improve services. This scorecard provides insight into the performance management systems of the local authority and provides essential data, along with qualitative information, to measure the effectiveness of services.

4. Briefing Information

4.1. The scorecard shows the year end outturn position at the end of 2020/21 and the updated figure for 2021/22 quarter 3, along with a RAG rating to highlight any concerns of note.

4.1.1. Residential admissions for 65+ age band – The 2020/21 figure was largely impacted by the restrictions linked to COVID-19 with a focus on supporting individuals in their own home wherever possible. 2021/22 (438 in year to date) suggests that we are now seeing an increase in individuals placed in permanent residential/nursing placements, and should the numbers continue, we will likely be at a similar level to those seen pre-pandemic. 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 requirement for COVID vaccinations is also impacting on recruitment.

4.1.2. Councils are currently unable to report delayed transfers of care as this data is still not being collected and published by the NHS due to COVID impacts.

4.1.3. Current forecasts suggest that there will be a 6% increase in referrals to adult social care based on numbers seen to date. This is having an impact on already struggling teams being able to meet the demand for assessments and source packages of care where needed.

4.1.4. The percentage of clients who have received long term support for 12 months continuously that have been reviewed continues to reduce and is now also beginning to have an impact on clients who have received long term support for 24 months who have been reviewed in the last 24 months. Positively around 1 in 4 of these cases will have had other forms of contact that doesn't meet the formal definition of a review but nevertheless will flag should

additional services be warranted. As more individuals are fully vaccinated and COVID-19 restrictions relax it will hopefully make it easier to review in a more timely fashion.

- 4.1.5.** Number of contacts resulting in a new referral – overall around 70% of contacts are resulting in a referral. This possibly continues to reflect new ways of working as family members return to offices / move out of furlough and are unable to support family members in the same way. The rising numbers are having a knock-on effect on the capacity to complete assessments and reviews in a timely fashion. New safeguarding referrals particularly impact against this due to the time required to investigate.
- 4.1.6.** Quarter on quarter we are seeing a significant increase in the numbers of individuals being supported via the Carers Hub with the numbers up by over 220 compared to the same point last year. Whilst it is positive that more people are accessing support this again could be evidence of the rising demand across the whole adult social care system and there is a worry that demand will exceed support available.
- 4.1.7.** Deprivation of Liberty Safeguards (DOLS) requests - Q3 2021/22 is showing a continued rising picture and year end estimates indicate a 20% increase. Whilst an increased workload, this is positive in that providers are following the correct procedures and ensuring individuals are being appropriately assessed. Despite increased volumes there has been a positive reduction in the average days taken per application.
- 4.1.8.** Pressures in the domiciliary care market are now having an adverse impact on the number of individuals awaiting packages of care as a snap shot at the end of the quarter. This is resulting in individuals being discharged to short term residential/ nursing provision when their preferred option is support at home. Pressures in the market have also impacted on our internal reablement provision as workers are being diverted to cover existing packages of care as opposed to picking up new reablement cases.
- 4.1.9.** Due to the ongoing pressures in the domiciliary care market, (recruitment and retention/ demand outstripping supply) individuals are finding it increasingly difficult to source support with a direct payment and as such are requesting the local authority arrange support. PA's that are available can charge a premium, especially in harder to reach areas, and as such the direct payment rate in some instances is insufficient to source support needed. All this is forming the requirements for the local authority's commissioning activity.

5. Implications

5.1. Legal

- 5.1.1.** There are no direct legal implications.

5.2. Finance

- 5.2.1.** Although there are no direct financial implications or changes to the MTFs as a result of this briefing paper, performance measures may be used as an indicator of where more or less funding is needed at a service level.

5.3. Human Resources

5.3.1. Although there are no direct human resource implications related to this report, performance measures may be used as an indicator of where extra resourcing is needed at a service level (i.e. volume and timeliness measures).

Access to Information	
Contact Officer:	Bev Harding, Business Intelligence Manager Bev.Harding@cheshireeast.gov.uk
Appendices:	Adults Scorecard Q3 2021/22
Background Papers:	None