



Darlington Borough Council

Adult Social Care

Quarter 2 Performance Highlight Report

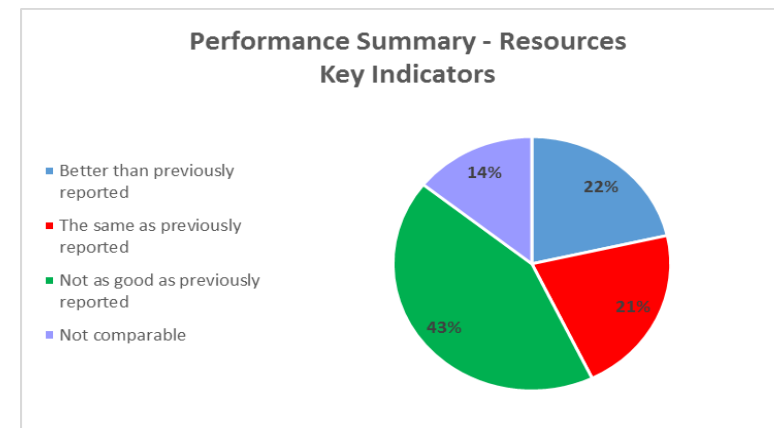
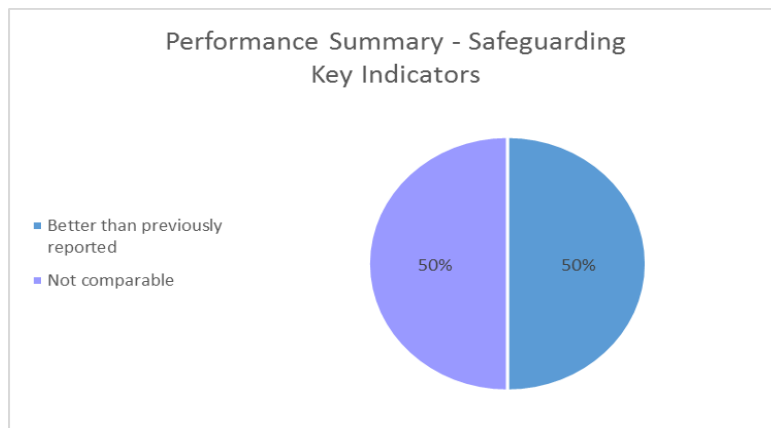
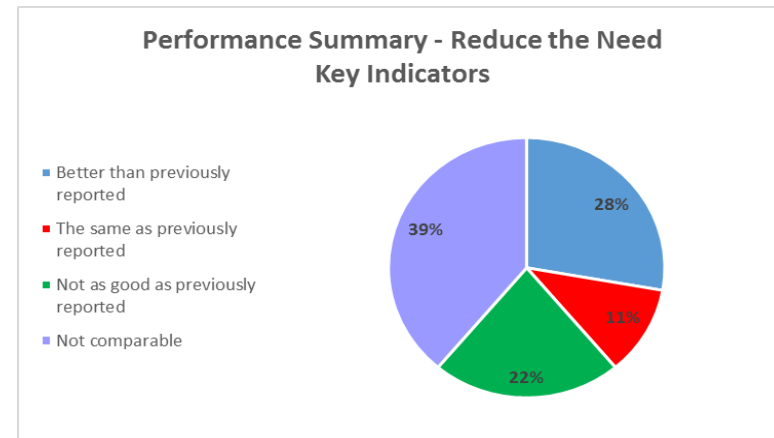
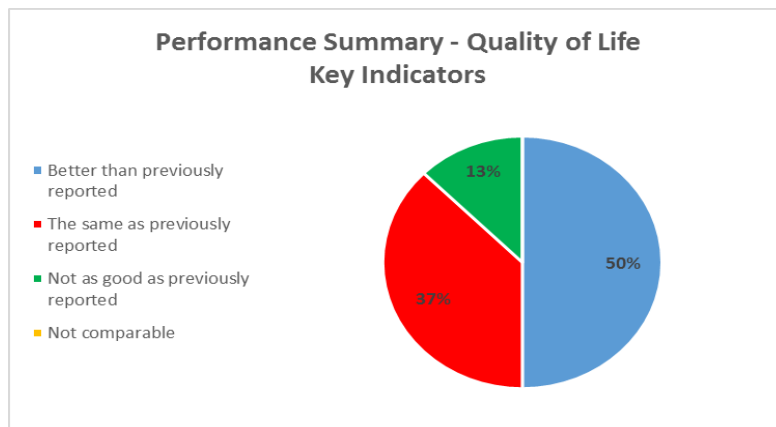
2017-18

Performance Summary

This is the first quarterly performance report since the launch of Liquid Logic for Adults Social Care. While not all of the indicators are reportable there is a notable increase in performance for some of the key indicators which includes two of them already achieving the year-end target, these are people who receive self-directed support and people who receive direct payments.

Both permanent admissions indicators continue to perform better than the same period last year, with ASC 002 (older person aged 65+) having 22 less permanent admissions than the same time during 2016/17 and ASC 003 reporting only one permanent admission for 18-64 year olds.

The following charts demonstrate how each service area is performing since the last month being reported in the current year.



QUALITY OF LIFE

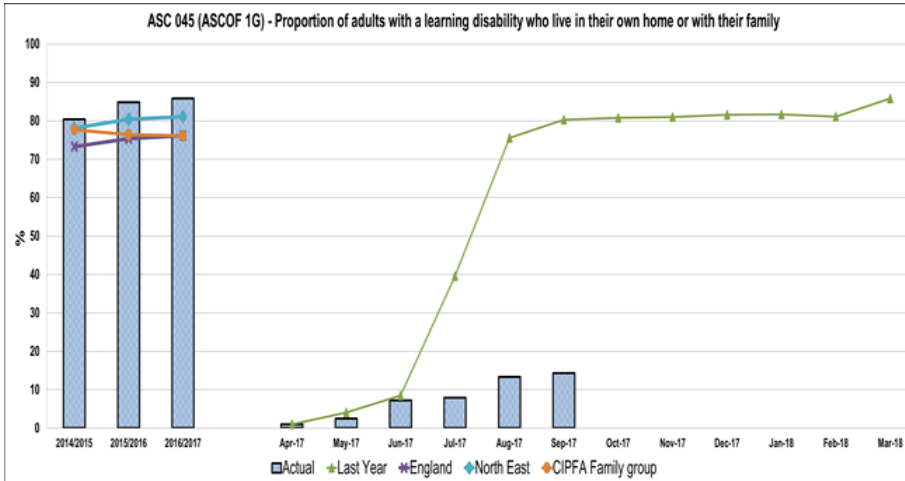
QUALITY OF LIFE: ASC 045 (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)

Numerator: All people within the denominator who are “living on their own or with their family.” The numerator should include those living in their own home or with their family irrespective of whether the information was recorded in an assessment, review or other mechanism. However, the information would have had to have been captured within the current financial year. Source: SALT

Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

ACTUAL: 14%

TARGET: 85%



What is the story the data is telling us?

The proportion of adults with a learning disability living in settled accommodation where the information has been captured between April and September was 14% (45).

This information is captured during annual review and in total 102 Learning Disability clients have been reviewed up to quarter 2. Data quality checks have identified that of these 102 a considerable number of people are living in their own home or with family however, have not been recorded as such. This is now being rectified and October performance report will show a much improved position.

What more needs to happen

It has been reiterated to all staff about updating the accommodation status at the point of assessment / review.

Work is ongoing with the service area to ensure that the monthly performance figures reported on Liquid Logic matches the actual number of clients whose accommodation status should have been updated for that period. This will be done by cross checking the list taken from Liquid Logic with the hard copy kept by the Life Stages 26+ Team.

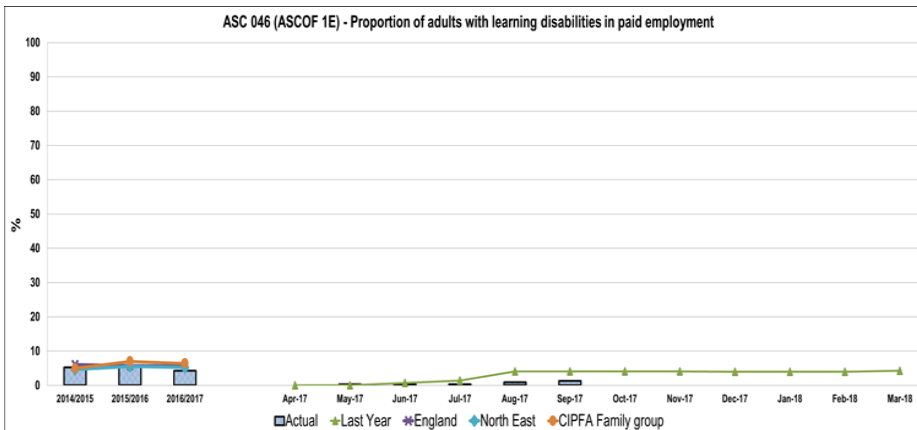
QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better)

Numerator: All people within the denominator, who are in employment. The numerator should include those recorded as in paid employment irrespective of whether the information was recorded in an assessment, review or other mechanism. However, the information would have had to have been captured within the current financial year. Source: SALT

Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

ACTUAL: 1.3%

TARGET: 6%



What is the story the data is telling us?

The proportion of adults with a learning disability in paid employment where the information has been captured between April and September was 1.3%. This information is captured through annual reviews.

In terms of actual numbers there are 3 individuals who have had their employment status updated during Quarter 2 taking the total to 4 since April.

As of 31st March 2017 (last year's performance) there were 14 individuals recorded as being in paid employment, 4.2%. Assuming that all of these individuals are found to be in employment at their upcoming review then our year end figure will be 4.4%, which is in line with last year's performance and benchmarks. This is 1.6% lower than the annual target. If the target is to be met then an additional 5 individuals need to have entered into paid employment by the end of the year.

What more needs to happen

During Quarter 2 staff have met with Hartlepool (highest regionally) to try to learn from their success. The preparing for adulthood group has been re-established to bring together key stakeholders and interested parties to try to encourage coordination and cooperation in supporting the wider population with a disability into training, voluntary work and employment.

It has been reiterated to all staff about updating the employment status at the point of assessment / review.

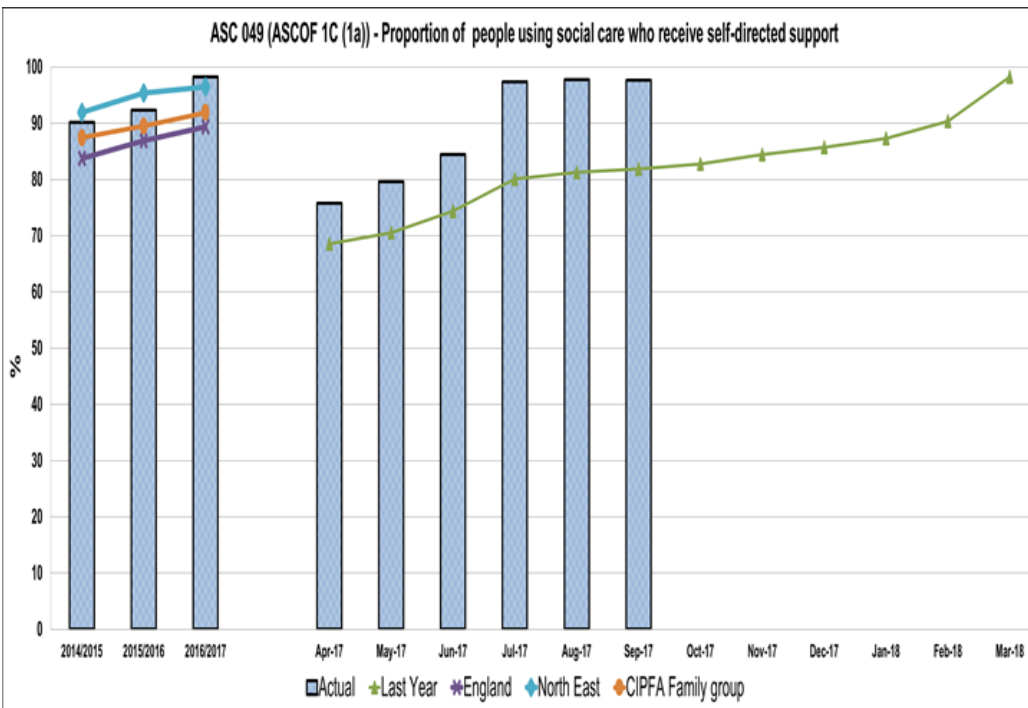
Work is also underway on how to develop employment amongst those individuals supported by our service by modernisation of our day opportunities and a pilot project which initially identifies those with the most potential to obtain paid employment, supporting a small number through a pilot project which will then be evaluated to inform future planning around best support.

QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a)) – Proportion of people using social care who receive self-directed support (Bigger is better)

Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT

Denominator: Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT

ACTUAL: 98% TARGET: 98%



What is the story the data is telling us?

At the end of Quarter 2 the proportion of people using social care who receive self-directed support has remained at the target figure of 98%. In terms of actual numbers this equates to 874 individuals receiving self-directed support.

Quarter 2 performance for this indicator is better than the 2016/17 figures for the England (89.4%), North East (96.5%) and CIPFA Family (91.9%) averages.

The denominator (clients aged 18 or over accessing long term community support at the year end 31st March 2018) for this indicator continues to fall during each month. Since August the number of clients accessing long term community support has fallen from 931 to 895 (36 individuals).

The tables on the following page have been split into the 18-64 and 65+ age groups and show the breakdown of the types of self-directed support utilised by clients and the primary support it is used for.

What more needs to happen

During Quarter 2 Team Managers continue to ensure that self-directed support is recorded as a service. This is facilitated via team meetings, supervisions and is part of the ongoing recognition by teams of their role in performance.

Table 1

18-64

TYPES OF SELF DIRECTED SUPPORT	
Direct Payments	201
CASSR Managed Personal Budget	191
Part Direct Payments	73
Total	465

Table 2

PRIMARY SUPPORT REASON	
Learning Disability Support	262
Physical Support – Personal Care Support	138
Mental Health Support	47
Social Support – Support for Social Isolation / Other	7
Social Support – Substance Misuse Support	<5
Physical Support – Access and Mobility Only	<5
Support with Memory and Cognition	<5
Sensory Support – Support for Visual Impairment	<5
Sensory Support – Support for Hearing Impairment	<5
Sensory Support – Support for Dual Impairment	<5

Table 3

65+

TYPES OF SELF DIRECTED SUPPORT	
CASSR Managed Personal Budget	352
Direct Payments	50
Part Direct Payments	7
Total	409

Table 4

PRIMARY SUPPORT REASON	
Physical Support – Personal Care Support	265
Support with Memory and Cognition	53
Mental Health Support	36
Learning Disability Support	31
Social Support – Support for Social Isolation / Other	9
Physical Support – Access and Mobility Only	7
Sensory Support – Support for Visual Impairment	<5
Sensory Support – Support for Hearing Impairment	<5
Sensory Support – Support for Dual Impairment	<5

REDUCE THE NEED

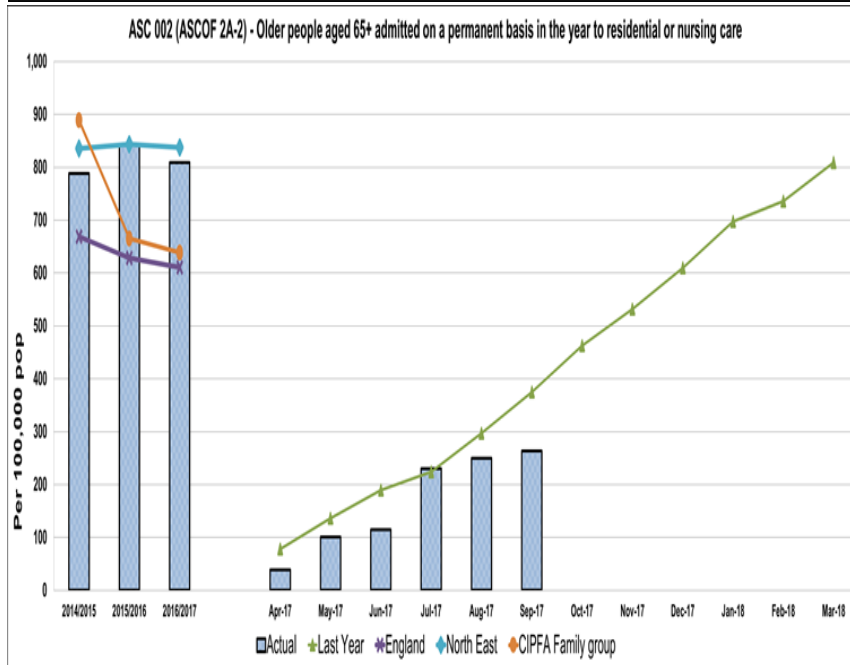
REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)

Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).

ACTUAL: 264 (per 100,000 pop)

TARGET: 809 (per 100,000 pop)



What is the story the data is telling us?

Since April 2017 the number of older people aged 65+ who have been permanently admitted to residential care is 55, which is 264 per 100,000 population. During Quarter 2 there have been 17 permanent admissions.

Both August and September have seen a low number of permanent admissions taking place.

The target for this indicator is 809 per population which equates to approximately 166 clients being admitted by the end of the year. To ensure that this target is met a monthly monitoring target is in place of approximately 14 clients or less. Based on the data so far this year Darlington is well within tolerance to meet this target.

What more needs to happen?

A Task and Finish Group has been created to ensure all parts of the process and procedure are robust. Particular attention will be focused on timeliness of validation panel, prior to permanent admissions.

Breakdown of data for older people aged 65+ admitted to residential or nursing care on a permanent basis.

Table 5: Breakdown of placement made per month for past 3 years

	April	May	June	July	August	September	October	November	December	January	February	March	Year Total
2017/18	11	14	13	10	4	3							55
2016/17	16	12	11	9	13	16	18	14	16	18	8	15	166
2015/16	19	13	12	17	14	22	17	17	14	14	8	7	174

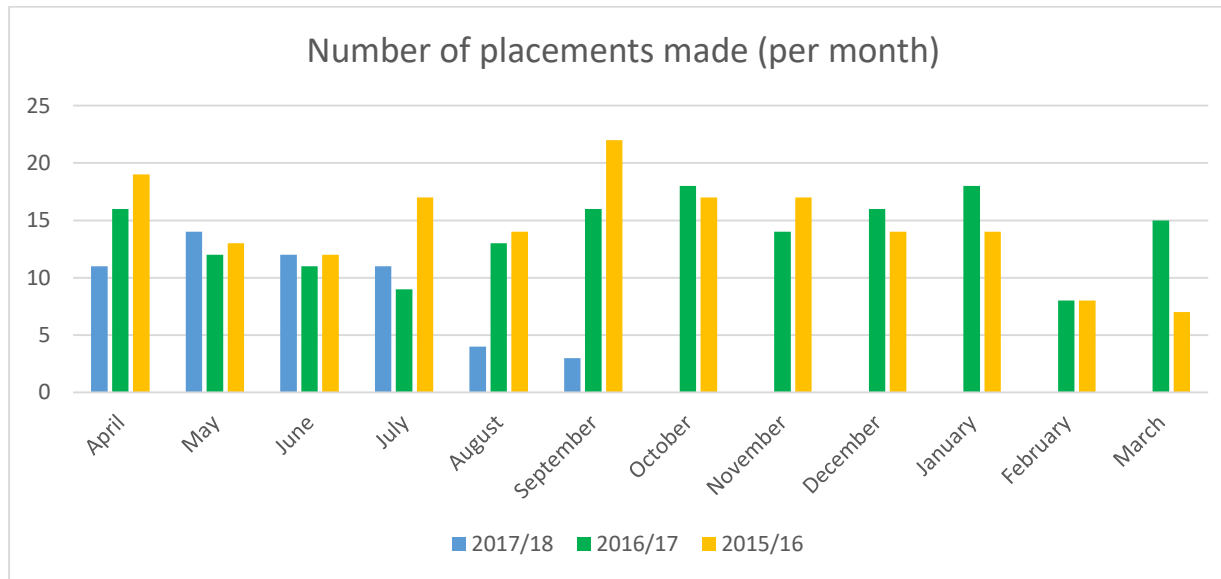


Table 6: Breakdown in age range of service users

Age	Total
65-69	<5
70-74	5
75-79	6
80-84	13
85-89	9
90-94	19
95-99	<5
100+	<5

Table 7: Breakdown of Service Type for each placement

Service Type	Total
Permanent Nursing Care	6
Permanent Residential Care	49

Table 8: Breakdown of Service Element for each placement

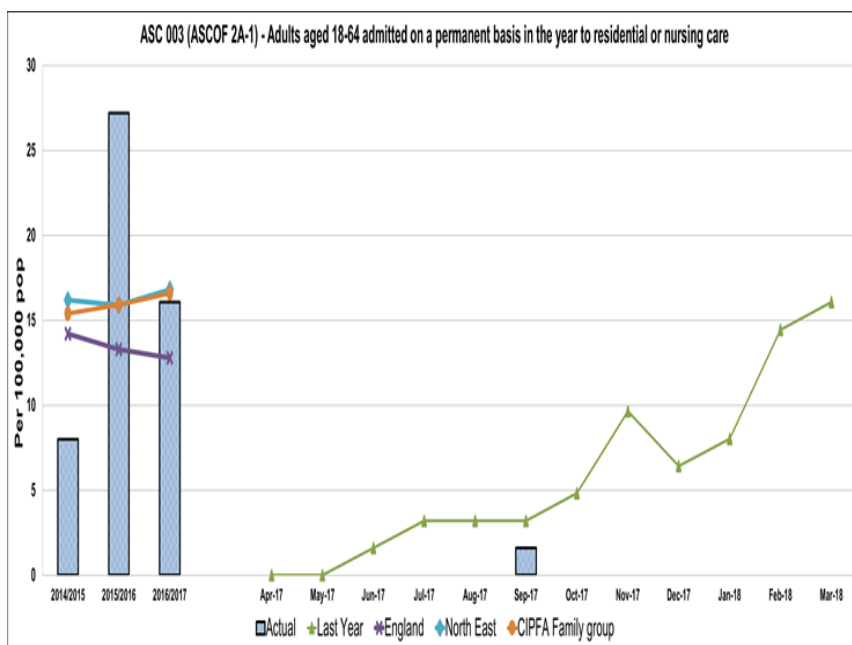
Service Element	Total
EMI Nursing	<5
EMI Residential	18
OP Nursing	<5
OP Residential	31

REDUCE THE NEED: ASC 003 (ASCOF 2A-1) – Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes (Smaller is better)

Numerator: The sum of the number of council-supported permanent admissions of adults (18-64) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

Denominator: Size of population (aged 18-64) in area (ONS mid-year population estimates).

ACTUAL: 1.6 (per 100,000 pop) TARGET: 19 (per 100,000 pop)



What is the story the data is telling us?

There has been 1 person aged 18-64 admitted on a permanent basis to residential or nursing care in Quarter 2 (1.6 per 100,000 pop). At the same period during 2016/17 there had been 2 permanent admissions between April and September (3.2 per 100,000 pop).

The target for 2017/18 is 19 per 100,000 population, this equates to 12 permanent admissions during the year. To ensure that this target is met monthly monitoring target have been set at 1 client. The current trend suggests that this indicator will be met.

What more needs to happen?

An 18-64 Permanent Admissions Guidance is currently being developed. The guidance will clarify whether an individual who has a long term care plan where the outcome is to be stabilised back into the community is to be included in the permanent admission figures. This clarification will ensure that social workers have a common understanding around the criteria for 18-64 permanent admissions resulting in a more consistent approach to practice. This guidance is another step in the permanent admissions procedure, supported further by the validation panel.

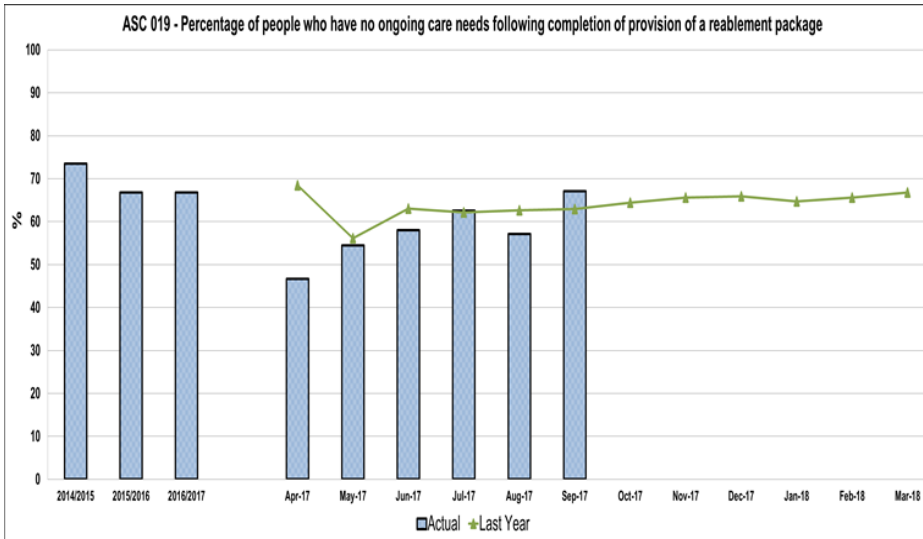
REDUCE THE NEED: ASC 019 – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better)

Numerator: Of those in the denominator, those who have had a completed reablement review with outcomes of 'No Services Provided or Identified, Long Term Support Ended, Universal Services/Signposted'

Denominator: The total number of clients completing a reablement package during the period

ACTUAL: 67%

TARGET: 70%



What is the story the data is telling us?

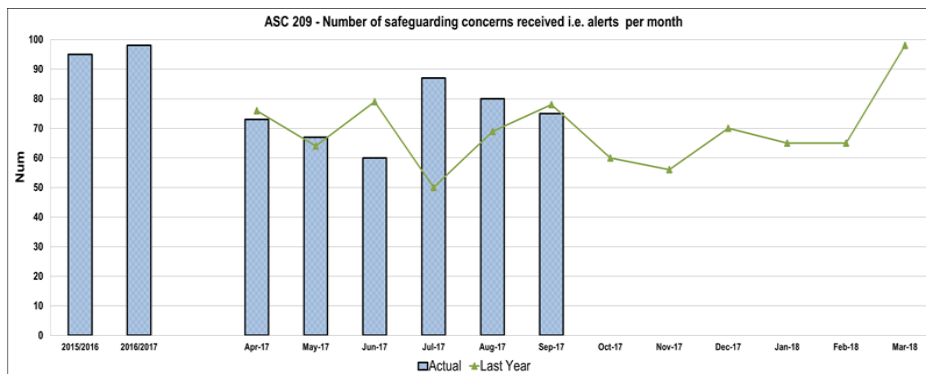
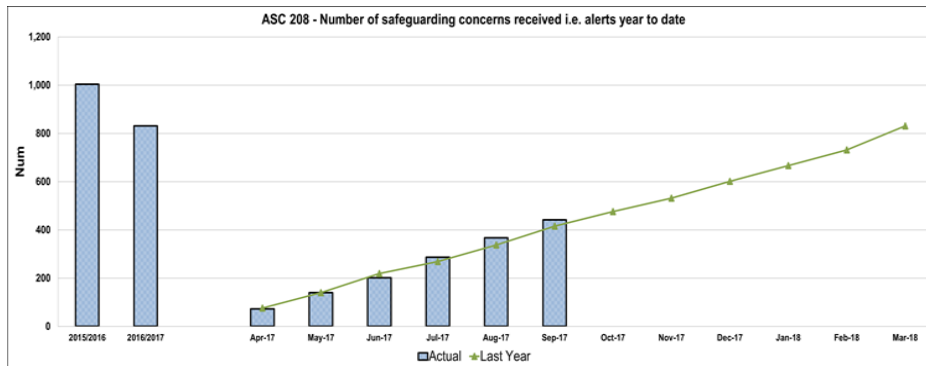
Currently the numerator (of those in the denominator, those who have had a completed reablement review with outcomes of 'No Services Provided or Identified, Long Term Support Ended, Universal Services/Signposted') is 51 and denominator (the total number of clients completing a reablement package during the period) is 76, both these figures appear to be low when compared to the same period last year (136 and 216 respectively). The reason for the low figures is Carefirst data for reablement did not migrate to Liquid Logic. This is currently being manually updated, so that a full year's data can be reported in future.

What more needs to happen?

The list of the names of clients who should be recorded on Liquid Logic has been passed to Finance to see if it can be determined why these cases didn't migrate from CareFirst.

To ensure the correct figure is reported data from CareFirst will be merged with the figures on Liquid Logic. This issue will be resolved by end of December.

SAFEGUARDING: ASC 208 – Number of Safeguarding concerns received i.e. alerts year to date (Smaller is better) Actual: 442
ASC 209 – Number of Safeguarding concerns received alerts per month (Smaller is better) Quarter 2 Actual: 242



What is the story the data is telling us?

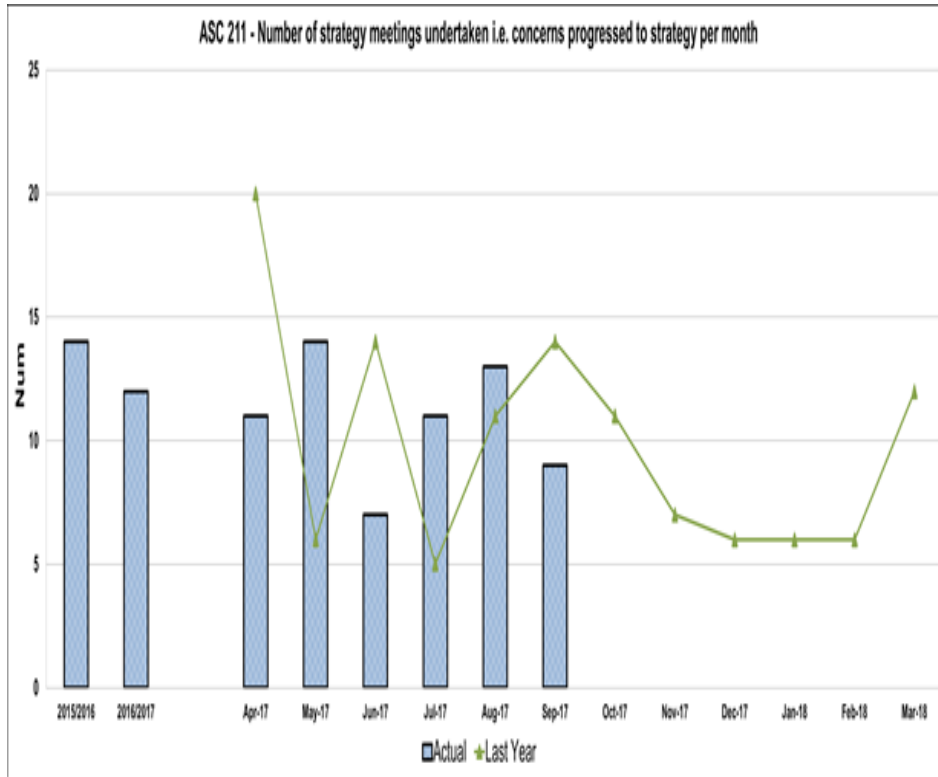
During Quarter 2 it was reported that 242 Safeguarding concerns were received. Implementation work has been carried out to develop further intelligence around safeguarding. Additional indicators will be included in future report to demonstrate a full overview of the Safeguarding service.

What more needs to happen?

There are a number of key actions which need to take place which will enable more detailed reporting. These are:

- To look at the best place in Liquid Logic to obtain this information – this may be from initial contacts where safeguarding issues are identified.
- To ensure Safeguarding Adult Managers approve initial contacts quickly.
- To ensure that Safeguarding Adult Managers create initial enquiries and enter a start date as soon as they approve the initial contact.
- To report how many initial enquires (concerns) were dealt with within the 5 day timescale
- To identify how many concerns are outstanding in work trays (as an exception report)
- To create a work flow through the Safeguarding process that identifies the pathway for each client

SAFEGUARDING: ASC 211 – Number of strategy meetings undertaken i.e. concerns progressed to strategy per month
Quarter 2 Actual: 33



What is the story the data is telling us?

The percentage of safeguarding concerns progressing to strategy in qtr. 2 was 13.6%. As detailed earlier in this report further intelligence around the safeguarding service is currently being developed.

Please note the following indicators have not been included in the Quarter 2 Scrutiny Report:

ASC 021 - Percentage of people whose need for home care has reduced through provision of a reablement package.

This indicator has not been included in the Quarter 2 Scrutiny Report as there have been issues regarding the migration of data from Care First on to Liquid Logic around reablement. Currently a review is taking place around the reablement service part of which is concentrating on the development of the performance around the service.

ASC 050 – Proportion of carers using social care who receive self-directed support.

This indicator has not been included in the Quarter 2 Scrutiny Report as there have been issues with how carer information is being recorded on Liquid Logic

ASC 054 – The proportion of people who use Adult Care services who find it easy to find information about services.

The results for this indicator are taken from the Carer's Survey. This is carried out biennial therefore no data will be collected during 2017/18.

ASC 055 - The proportion of people who are carers who find it easy to find information about services.

The results for this indicator are taken from the Carer's Survey. This is carried out biennial therefore no data will be collected during 2017/18.