



Darlington Borough Council

Adult Social Care

Quarter 3 Scrutiny Performance Report

2017-18

Performance Summary

Overall performance during Quarter 3 has been good. Of those indicators which can be compared to the same period last year, 72% are performing better.

ASC 002 & 003 – Proportion of adults admitted on a permanent basis to residential care. Both these indicators continue to perform better than the same period last year, and are well within tolerance to meet their annual targets. The continually matching of data between CONTROCC and the Validation Panel records the information from both of these sources will continue to be used to ensure that all clients who have been permanently admitted have been reviewed at the Validation Forum prior to the admission.

Reablement Indicators – During the winter period the RIACT team have seen a large number of referrals come into their service. During Quarter 3, of all reablement packages completed during the period 71% of clients had no ongoing care needs.

ASC 045 – Proportion of adults with a learning disability who live in settled accommodation. Detailed guidance on how to maintain this indicator and regular monthly exception reports have resulted in an improvement in the performance of this indicator.

ASC 208 – Number of Safeguarding concerns received year to date. There has been significant increase in concerns being received during Quarter 3. This is partly a result of an increase in the number of low level incidents being received from care homes where they should be able to deal with the concern themselves.

QUALITY OF LIFE

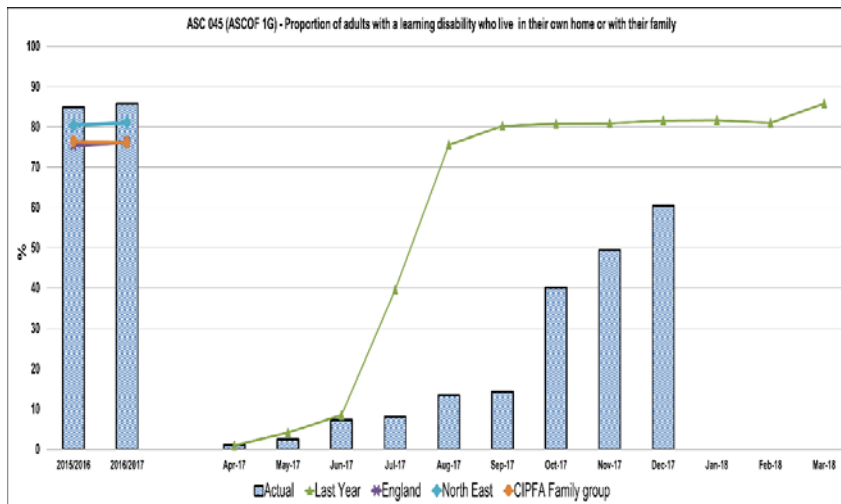
QUALITY OF LIFE: ASC 045 (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)

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: 59%

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 had been captured between April and December was 59% (177 clients).

During Quarter 3 there had been 132 clients whose accommodation status has been captured. This is 74% of the total number of accommodation statuses updated since April.

To reach the target of 85%, then approximately an additional 79 individuals need to have their accommodation status updated during the final quarter of the year, this target is likely to be met, due to cohort.

The table below shows a breakdown of the proportion of adults whose accommodation status has been updated during each quarter. It highlights the irregularity of when accommodation status has been captured in the past. The detailed guidance and monthly exception reports which identify those cases which have not been updated should enable this indicator to maintain accurate data from now on.

| | Quarter 1 | Quarter 2 | Quarter 3 |
|----------------|-----------|-----------|-----------|
| 2016/17 | 8.5% (25) | 72% (211) | 2.6% (8) |
| 2017/18 | 7.2% (21) | 7.6% (24) | 44% (132) |

The figures in brackets denotes the actual number of accommodation statuses updated during each period.

What more needs to happen

It was identified that workers have not understood how to correctly update the accommodation information which informs the indicator in Liquidlogic. The data has been checked and rectified. Staff now have detailed guidance on how to maintain this key indicator. In addition a monthly exception report will identify data that has not been updated so 1:1 support can be provided to ensure data quality.

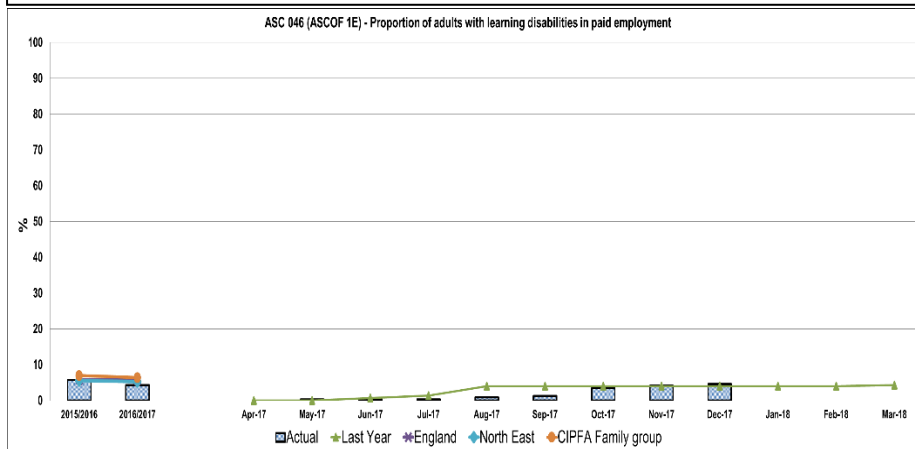
This is a cumulative indicator which this year is being updated through review and so should increase from 0% to the targeted 85% at the year end.

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: 4.7% 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 since April is 4.7%. This information is captured through annual reviews.

During Quarter 3 performance for this indicator is 3.3%. In terms of actual number there have been 10 clients during the period whose employment status has been captured.

The table below shows a breakdown of the proportion of adults whose accommodation status was updated during each quarter.

| | Quarter 1 | Quarter 2 | Quarter 3 |
|----------------|-----------|------------|------------|
| 2016/17 | 0.68% (2) | 3.40% (10) | 0% (0) |
| 2017/18 | 0.34% (1) | 0.95% (3) | 3.32% (10) |

The figures in brackets denotes the actual number of employment statuses updated during each period. Table 2 on the following page shows the type of job and the name of the employer of each client whose accommodation status has been updated.

What more needs to happen

As part of the pilot project started in September, Social Care staff have identified individuals with potential to gain paid employment who may be suitable to take part in the planned pilot work. These individuals will be invited to the employment event on 22nd February in the Dolphin Centre.

In addition information has been sent to support providers with an open invitation to encourage others to attend and raise aspirations around employment in the wider learning disability community. This will enable individuals to be matched with a range of providers to develop our understanding of how best to support individuals in Darlington to progress into paid employment and provide an evidence base for future support development of this area.

Table 1

The table below shows a breakdown of the type of settled accommodation those adults are currently living in.

| | |
|---|----|
| Settled mainstream housing with family and friends | 76 |
| Supported accommodation, supported lodging | 59 |
| Tenant LA – Housing Association | 24 |
| Tenant Private Landlord | 7 |
| Sheltered Housing / Extra Care Housing | 7 |
| Owner Occupier | 2 |
| Shared Lives Scheme | 2 |

Table 2

The table below shows the breakdown in the type of job each individual is employed in along with their employer.

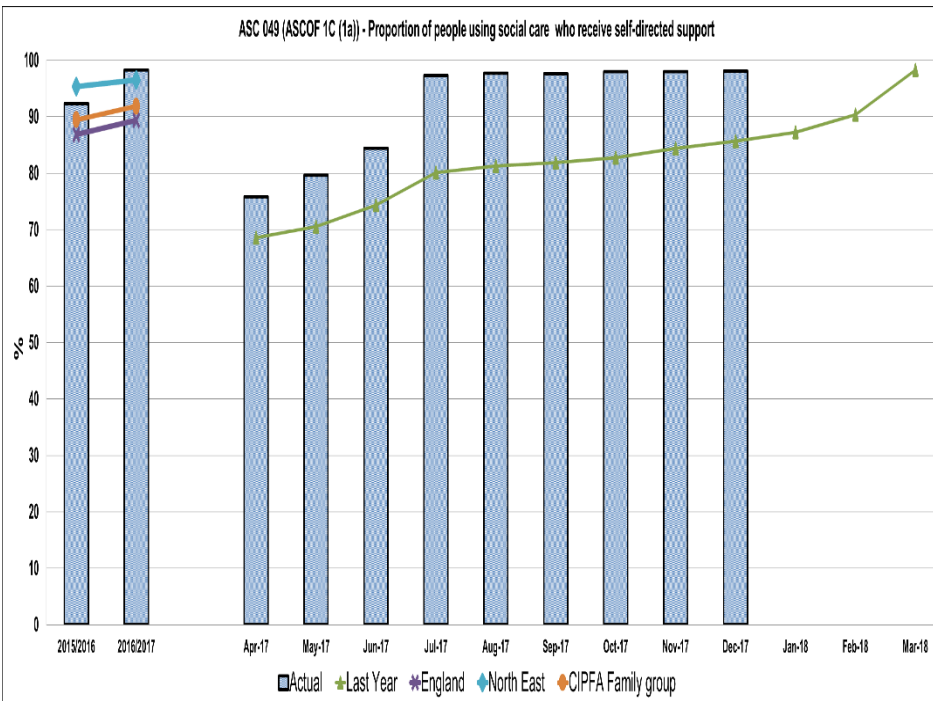
| Client ID | Job Type | Employer |
|------------------|---------------------------------------|-----------------------------------|
| 414124 | Post Room Administrator Cleaner | Capita Hartshead Milburn House |
| 415218 | Cleaner | Dimensions |
| 198005 | Quality Assurance | Dimensions |
| 400469 | Kitchen Assistant | The Mowden |
| 279811 | Kitchen Assistant | Darlington College |
| 305218 | Office Assistant | Mencap |
| 366259 | Canteen Assistant | Magnet |
| 186119 | Café Staff | Sainsbury's |
| 188380 | Cleaner | Making Space |
| 352135 | Administrator | Foundations |
| 361403 | Retail Assistant | B&Q |
| 401817 | Grocery Assistant | Marks & Spencer's |
| 415264 | Cleaner | United Response |
| 352431 | Kitchen Porter | Local Pub |

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 3 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 832 individuals receiving self-directed support.

When compared to the same period last year there has been an increase in performance of 12%.

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

The remaining 2% are those clients who receive CASSR Commissioned Support Only therefore are not included in the calculation for this indicator.

What more needs to happen

This indicator will continue to be monitored to ensure that performance does not start to decrease.

Table 3: Type of Self Directed Support: 18-64 year olds

| TYPES OF SELF DIRECTED SUPPORT | |
|---------------------------------------|------------|
| Direct Payments | 214 |
| CASSR Managed Personal Budget | 163 |
| Part Direct Payments | 70 |
| Total | 447 |

Table 4: Primary Support Reason: 18-64 year olds

| PRIMARY SUPPORT REASON | |
|---|------------|
| Learning Disability Support | 254 |
| Physical Support – Personal Care Support | 133 |
| Mental Health Support | 42 |
| Social Support – Support for Social Isolation / Other | 7 |
| Social Support – Substance Misuse Support | 4 |
| Physical Support – Access and Mobility Only | 3 |
| Support with Memory and Cognition | 2 |
| Sensory Support – Support for Hearing Impairment | 1 |
| Sensory Support – Support for Dual Impairment | 1 |
| Sensory Support – Support for Visual Impairment | 0 |
| Total | 447 |

Table 5: Type of Self Directed Support: 65+

| TYPES OF SELF DIRECTED SUPPORT | |
|---------------------------------------|------------|
| CASSR Managed Personal Budget | 287 |
| Direct Payments | 83 |
| Part Direct Payments | 15 |
| Total | 385 |

Table 6: Primary Support Reason: 65+

| PRIMARY SUPPORT REASON | |
|---|------------|
| Physical Support – Personal Care Support | 247 |
| Support with Memory and Cognition | 54 |
| Learning Disability Support | 32 |
| Mental Health Support | 26 |
| Physical Support – Access and Mobility Only | 10 |
| Social Support – Support for Social Isolation / Other | 6 |
| Sensory Support – Support for Visual Impairment | 6 |
| Sensory Support – Support for Hearing Impairment | 2 |
| Sensory Support – Support for Dual Impairment | 1 |
| Social Support – Substance Misuse Support | 1 |
| Total | 385 |

REDUCE THE NEED

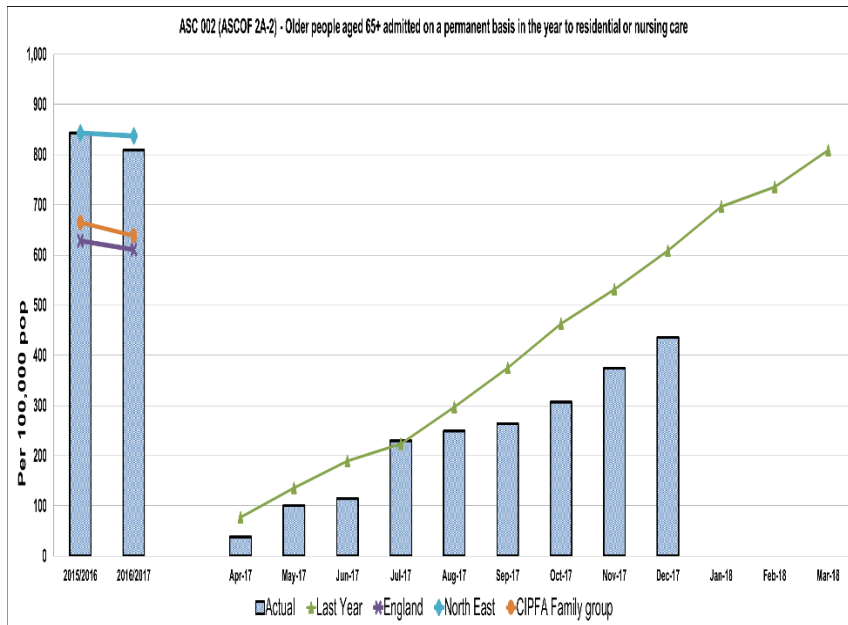
REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)

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: 436 (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 65+ who have been permanently admitted to residential care is 91 (436 per 100,000 population).

During Quarter 3 there have been 25 permanent admissions, this is compared to 48 individuals during the same period last year. Table 7 on the following page shows the breakdown of permanent admissions per month for the past 3 years.

The target for ASC 002 is 809 per 100,000, which equates to approximately 169 clients being admitted by the end of the year. To ensure that this target is not surpassed a monthly monitoring target of approximately 26 clients or less is in place. Based on the data so far this year, Darlington is well within tolerance to meet this target.

What more needs to happen?

As part of the Service, Performance and Transformation monitoring 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.

The Performance Team continue to use CONTROCC and records from the validation panel to collate the data for this indicator. The information from both of these sources will continue to be used to ensure that all clients who have been permanently admitted have been reviewed at the Validation Forum prior to the admission.

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

Table 7: 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 | 10 | 15 | 14 | 9 | 10 | 8 | 11 | 7 | 7 | | | | 91 |
| 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 |

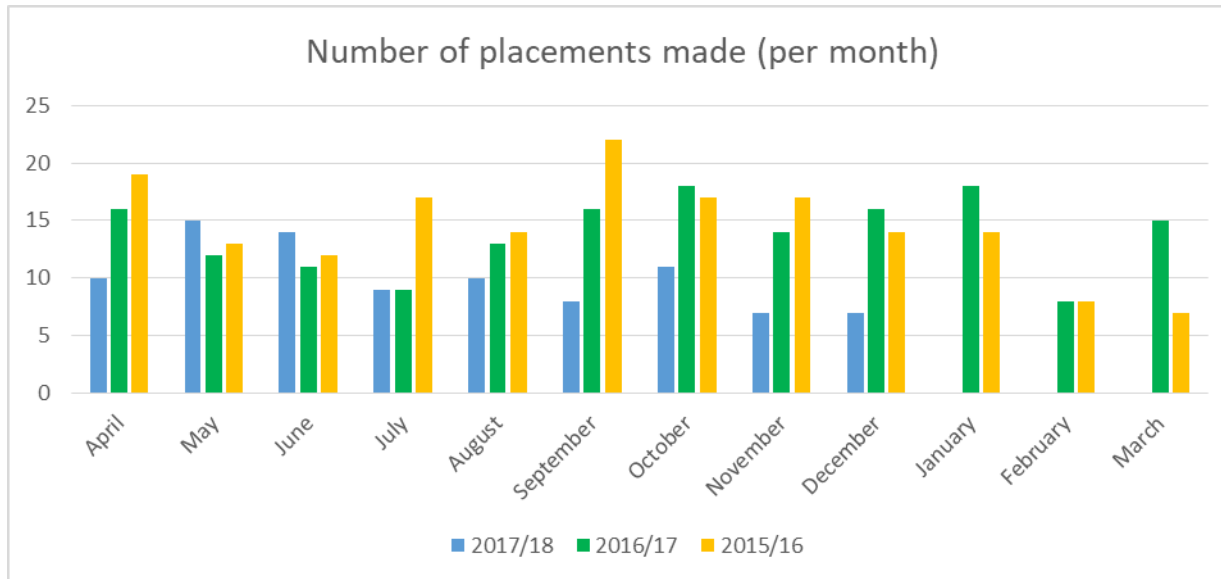


Table 8: Breakdown of Service Type for each placement

| Service Type | Total |
|-----------------------------------|--------------|
| Permanent Residential Care | 79 |
| Permanent Nursing Care | 12 |

Table 9: Breakdown of Service Element for each placement

| Service Element | Total |
|------------------------|--------------|
| OP Residential | 51 |
| EMI Residential | 27 |
| OP Nursing | 10 |
| EMI Nursing | 3 |

Table 10: Breakdown of Long Term Support Reasons

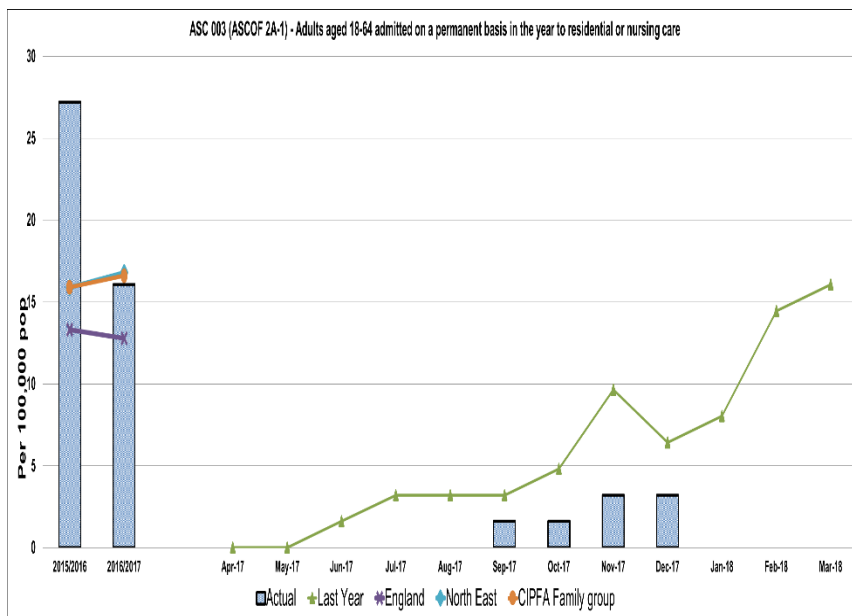
| Long Term Support Reason | Total |
|---|--------------|
| Physical Support – Personal Care Support | 47 |
| Support with Memory and Cognition | 23 |
| Mental Health Support | 10 |
| Deceased | 5 |
| Social Support – Support for Social Isolation/ Other | 3 |
| Physical Support – Access and Mobility Only | 2 |
| Learning Disability Support | 1 |

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: 3.2 (per 100,000 pop) TARGET: 19 (per 100,000 pop)



What is the story the data is telling us?

Since April 2017 the number of 18-64 year olds who have been permanently admitted to residential care is 2 (436 per 100,000 population). During Quarter 3 there has been 1 permanent admission.

The target for 2017/18 is 19 (per 100,000 pop), this equates to 12 permanent admissions during the year. To ensure that this target is not surpassed no more than 9 clients can be admitted to permanent care during the final 3 months. Based on the data so far this year, Darlington is well within tolerance to meet this target.

What more needs to happen?

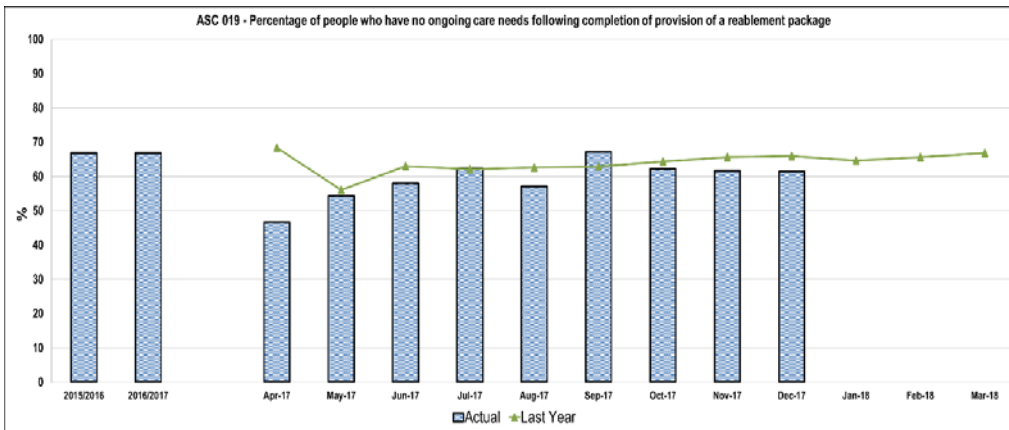
An 18-64 Permanent Admissions Guidance has now been developed. The guidance clarifies whether an individual who has a long term care plan where the outcome is to be stabilised back into the community is to be included in the permanent admission figures. This clarification ensures that social workers have a common understanding around the criteria for 18-64 permanent admissions resulting in a more consistent approach to practice.

Numbers will continue to be monitored to ensure that no unnecessary admissions take place.

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: 61%** **TARGET: 70%**



What is the story the data is telling us?

Since April 2017, the percentage of people with no ongoing care needs following completion of a reablement package is 61%. In terms of actual figures out of 301 clients who completed a reablement package 185 had no ongoing care needs.

During Quarter 3 the percentage of people with no ongoing care needs following the provision of a reablement package was 71%. In terms of actual figures out of 105 clients who completed a reablement package 75 had no ongoing care needs.

The table below shows the quarterly comparisons between 2016/17 and 2017/18, it highlights Quarter 3 as having the highest percentage of people requiring no ongoing care needs following a reablement service.

| | Quarter 1 | Quarter 2 | Quarter 3 |
|------------------|-----------|-----------|-----------|
| 2016/2017 | 63% | 63% | 72% |
| 2017/2018 | 58% | 53% | 71% |

What more needs to happen?

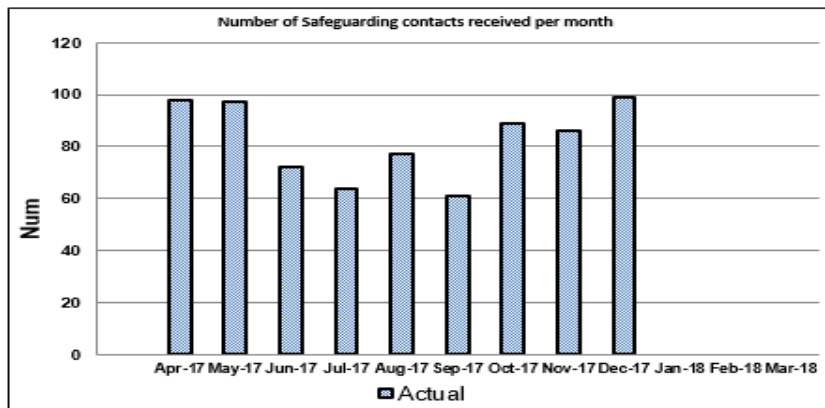
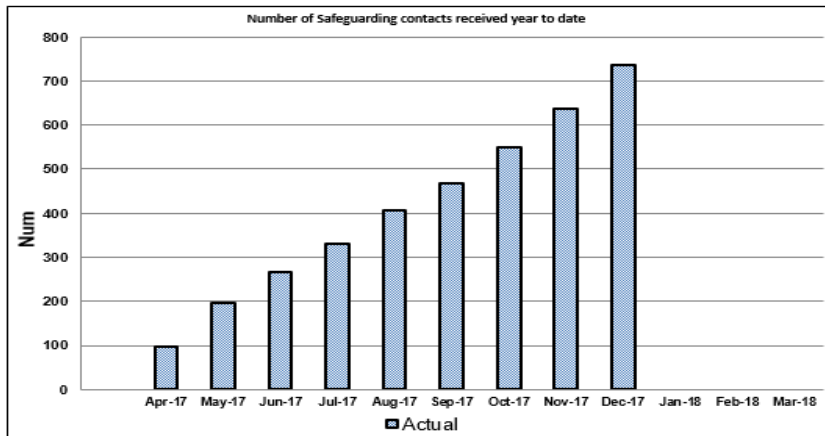
Currently on Liquid Logic there is no opportunity to record the level of need at the beginning and end of the reablement process. This prevents those clients with a high level of need receiving reablement packages being identified.

The potential to demonstrate the level of need at both the beginning and end of the reablement package is to be explored. This will allow for comparisons between the number of people entering the reablement process who have high level of care and realistically will continue to have care needs following on from the completion of the package against those clients who have no ongoing care needs. It will also allow the service to identify those clients whose care need still remains high after the completion of a reablement package but accessing the package has prevented them being admitted into care.

The outcome measure of 'Long Term Care' is also to be added to the Reablement Review form.

SAFEGUARDING: ASC 208 – Number of Safeguarding concerns received year to date
ASC 209 – Number of Safeguarding concerns received per month

ACTUAL: 712
ACTUAL: 66



What is the story the data is telling us?

Reports in liquid logic have been written to create a pathway through the safeguarding process. These are to clearly distinguish and understand the process and to confidently report the timescales. Monthly exception reports have been developed and due to commence on 1st February 2018.

There have been 712 safeguarding initial enquiries (concerns) during 2017/18 (Q1 = 258, Q2 = 188, Q3 = 266).

Of the 266 concerns that started in Quarter 3, 43 did progress through the safeguarding process to a strategy meeting. This is a 16.2% conversion rate.

The initial enquiries stem from a variety of settings, which indicates that awareness of safeguarding adults is present across the community.

Are we protecting people in Darlington? In Quarter 3, 81% of people who were subject to Safeguarding Adults procedures had the identified safeguarding risks removed or reduced as a result of safeguarding interventions. For the remaining 19%, risks were subject to increased monitoring or the person chose to live with risk.

‘Making Safeguarding Personal’ is becoming embedded within practice in Darlington. An indicator of this is whether people feel fully involved within safeguarding work. When surveyed, 92% of individuals, who have been the subject of safeguarding interventions, have stated that they felt fully involved within the safeguarding process.

What more needs to happen?

Since the exceptions work has been completed further areas of development have been identified. As from the 1st February 2018 exception reports will be produced on a monthly basis. This is to provide management data to provide oversight of the process. Further work will then continue to ensure staff adhere to timescales for each step of the process. An exercise is currently ongoing to ensure that performance figures reported match with the Q&P information.

It is necessary to analyse the ongoing open safeguarding started in Q1, Q2 and Q3. This is to quality assure safeguarding practice.

Please note the following indicators have not been included in the Quarter 3 Scrutiny Report:

ASC 008 – (ASCOF 2A 1 & 2) – Permanent admissions to residential and nursing care homes per 100,000 of the 18 + population

This indicator tends not to be reported as it is the total figure of ASC 002 and ASC 003 combined.

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

This indicator has not been reported on since the introduction of Liquid Logic

ASC 050 - (ASCOF 1C (1b)) – Proportion of carers using social care who receive self-directed support.

This indicator has not been reported on since the introduction of 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.

ASC 211 - Number of referrals undertaken i.e. alerts progressed to strategy per month

This indicator is not a key indicator on the performance cycle and has not been analysed in Q3.