

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE - 14 MARCH 2024 Quarter 3 2023/24

Strategic risks relevant to this committee

Live or Managed risk	Risk Ref	Risk	Inherent Risk Score	Q3 22/23 Current Risk Score	Q4 22/23 Current Risk Score	Q1 23/24 Current Risk Score	Q2 23/24 Current Risk Score	Q3 23/24 Current Risk Score	Move ment	Definition (Current score) (L-likelihood) (I-impact)	Owner	Portfolio	Link to Council Plan
L	SR09A	Meeting the needs of Older People and Working Age Adults	AI	BII	BII	BII	BII	BII	→	L – likely I – major	Director of People and Deputy Chief Executive	Deputy Leader	People

Full details of strategic risks relevant to this committee can be found in Appendix 2.

Performance by outcome

Key

Red	Significantly below target (>5%)	Amber	Slightly below target (<5%)	Green	Met or exceeded target
DET	Deteriorating	STATIC	Static	IMP	Improving
Short term	since last quarter	Long term	average last 4 quarters	Goldilocks	Optimum performance is in a target range

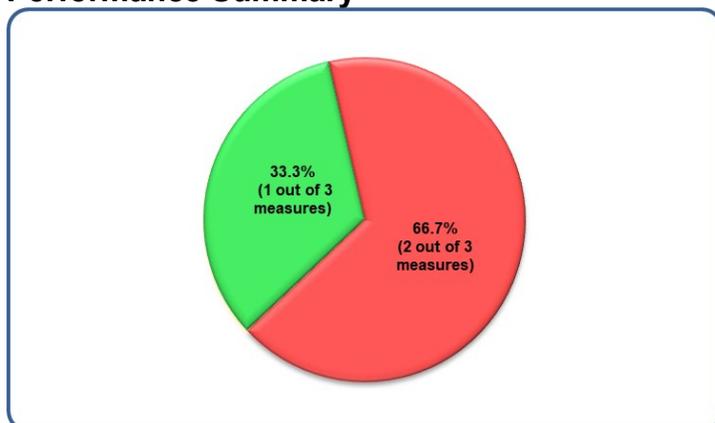
Council Priority: PEOPLE

Supporting residents to realise their potential

Outcome: Healthy and active communities

Programme: Improving everyone's health and reducing inequalities

Performance Summary



The total number of measures relevant to this committee is 3.
 1 measure met its target [PH13]
 2 measures were significantly below target [PH23; PH34]

The green measure is deteriorating long term [PH13]
 1 of the 2 red measures is deteriorating long term [PH23]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
PH13	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over (cumulative) (Q2 23/24)	Maximise	142	118	Green	IMP	DET

Comments:

- This performance measure is measured a quarter in arrears.
- In Medway, smoking prevalence in adults aged 18+ has reduced to 8.9% (previously 12.6% in 2021/22). This is compared to the England average of 12.7%. To the end of Q2, the whole service has set 566 quit dates, achieving a 56% quit rate. 79% of all quits achieved have come from the core team.
- Towards the end of Q2, the core team rolled out vaping as a quit smoking aid. This has seen a significant increase in activity, with quit dates set up 67% compared to Q2 in the previous year. Success rates for those choosing to quit with a vape are higher than average, at 64%. In the majority of cases, vapes are being offered as a secondary nicotine product, with a licensed nicotine

replacement therapy product as a primary treatment, usually a patch. Vapes are only encouraged for use in the short-medium term as a quit smoking aid.

- The outreach project continues to target areas of higher-than-average smoking prevalence, and routine and manual work places. During Q2, the team attended AC Goatham, Sunlight Centre, all the healthy living centres, Mid Kent College, and Bread of Life Strood.
- The service is furthermore working with local acute and maternity settings as well as the local NHS to implement the NHS Long Term Plan (LTP). The NHS LTP is fundamental in making England a smoke-free society by supporting people in contact with NHS services to quit based on a proven model implemented in Canada and Manchester. By the end of 2023/24, all people admitted to hospital who smoke will be offered NHS funded tobacco treatment services.
- The National Swap to Stop Scheme was launched in Q3 2023/24, where local authorities and partners can bid to have vape starter kits provided by the Office for Health Improvement and Disparities (OHID), free of charge. The service will prepare a bid as soon as the scheme becomes available so that residents can benefit. The maternity team are also preparing a paper to be able to expand the offer to pregnant and post-partum mothers and their families.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
PH23	Number of new settings which are dementia friendly (cumulative).	Maximise	0	4	Red	STATIC	DET

Comments:

- The decision to assess new dementia friendly settings under a new scheme following the end of the previously recognised "working towards dementia friends" scheme of the Alzheimer's society has been deferred to the new year (Q4 23/24). As such, no new settings have been assessed this quarter.
- This decision was taken as it remains unclear if the Medway Dementia Action Alliance (DAA) will issue awards equivalent to the Kent Dementia Friendly Places scheme or its own awards as an action alliance. Either way, the need for a training scheme to be established to replace the dementia champions provision previously fulfilled by the Alzheimer's Society has taken precedence for the group. This training provision will also be a core component in helping places to become dementia friendly and will be piloted late Q4 with the membership and stakeholders of the Medway DAA.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
PH34	Proportion of people who self-report high levels of life satisfaction (22/23 annual)	Maximise	75.20%	80.00%	Red	NA	NA

Comments:

- This indicator is one of four measures used by the Office for National Statistics (ONS) to track Self-Reported Personal Wellbeing. Average ratings of personal well-being in the UK have declined further across all measures in the year ending (YE) March 2023. The proportion of people reporting poor wellbeing across the four measures remains higher than pre-pandemic levels (YE March 2019). Self-reported health, marital status and economic activity have the strongest associations with how positively we rate our life satisfaction.
- The figure for England of people who self-report high life satisfaction for 21/22 was 79.97% which was used to set the target for this new council measure.
- Because of small sample sizes and large confidence interval estimates, local authorities should not be ranked against each other. Estimates are intended for local authorities to compare over time and with other local authorities of a similar population and size structure.
- All Medway Public Health interventions and actions are intended to support people to have better health outcomes and address health inequalities, although these can often take years to demonstrate improvements on a population level and are influenced by macroeconomic level policies.
- Our 5 Ways to Wellbeing campaign, launched in 2023, aims to raise awareness of the factors which can help to improve individual wellbeing even in times of stress and poor health. Commissioned projects such as Men in Sheds and Social Prescribing/Voluntary and Community Sector projects aim to improve levels of self-reported wellbeing for specific high risk population groups. In 2023, Medway Council signed the Prevention Concordat for Better Mental Health (at integrated care system (ICS) level) and pledged commitment to continue to improve mental wellbeing, prevent poor mental health and tackle the root causes of poor life satisfaction.

Project for this outcome:**Supporting Healthy Weight:**

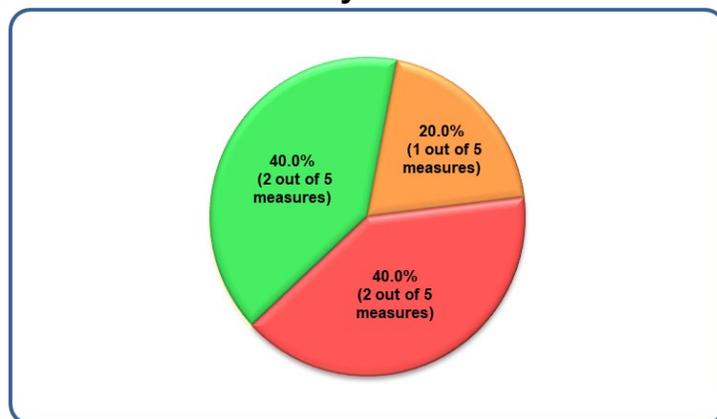
- Please see the updates for performance indicators PH14 and PH15 for further information.

- The National Child Measurement Programme (NCMP) data is reported annually, giving local areas the opportunity to compare the prevalence of childhood obesity locally and nationally. Over 95% of 4-5, and 10-11, year olds are weighed and measured each year with the data fed back to individual parents.
- For Reception Year:
 - ❖ Medway has seen a reduction in obesity and combined overweight/obesity for a second year in a row.
 - ❖ Medway's combined overweight and obesity data has reduced by 1.3 percentage points in the last year and is now down to 22.4%. The obesity only indicator is down by 1.1 percentage points to 10%.
 - ❖ Although Medway is not below the England average yet (21.3%), the Reception Year R is well below pre-pandemic levels and is at its lowest rate since 2016.
- For Year 6:
 - ❖ Medway has seen an impressive 4 percentage point reduction in our overweight and obesity combined data in 2022/23.
 - ❖ Medway is now down to 37.3% (from 41.3% for 2021/22). The obesity only figure is also down by 3.1 percentage points.
 - ❖ We are still above the England average (which is 36.6%) for the combined figure, however two years ago, Medway was more than 3 percentage points higher than the England average so improvements have been seen.
- Medway has developed a Whole System Obesity Network, which is coordinated by the Public Health team. This partnership of public, private, voluntary and academic sectors works collaboratively through the Medway Food Partnership, Physical Activity Alliance and Infant Feeding Strategy group. The work of these partners and their success in getting children and adults to move regularly and eat healthily compliments the core work of the Supporting Healthy Weight team within Public Health. Successes in 2022/23 include the Medway Can campaign, weight management services uptake, Food for Life schools award, Healthy Early Years Award and many other health and wellbeing programmes.

Outcome: Older and disabled people living independently in their homes

Programme: Improve support for vulnerable adults by working with partners and communities

Performance Summary



The total number of measures relevant to this committee is 5.

2 measures met their target [ASCOF 2A(1); ASCOF 2A(2)]

1 measure was slightly below target [ASCGBT001]

2 measures were significantly below target [ASCOF 1C(2i); ASCOF 1G (n)]

The amber measure is deteriorating long term [ASCGBT001]

1 of the 2 red measures is deteriorating long term [ASCOF 1C(2i)]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCGBT001	% of Long term packages that are placements	Minimise	30.3%	30%	Amber	DET	DET

Comments:

- Please note, the Q2 23/24 figure has been revised upward to 30.1% following updated recording.
- The proportion of clients receiving a long-term service that is a placement has increased, marginally. There are 899 clients in residential or nursing placements. This is 2% more than in September and 6% more than at the same point last year. There are 2,965 long term clients which is just over 1% more than at the end of Q3 22/23 and just under 6% more than at the end of December 2022. The closeness in the percentage of clients in placements shows consistent control of the numbers being admitted.

Benchmarking:

- National data for 2022/23, is 28.7%, an improvement on 2021/22.

Actions:

- Residential care should be the last option for someone that requires care and support from adult social care. All other forms of care and use of assistive technology can support people to remain at home. This has been evidenced recently in Medway's

Adult Social Care (ASC) division; it has enabled people to remain at home where families thought that 24-hour care was the only option.

- We are working closely with Kyndi to gain additional funding to increase the use of assistive technology and with Commissioners to increase the use of Home Care to provide more care calls, in order to prevent, reduce and delay the need for residential care.
- Using the Local Authority Urgent Emergency Care Grant, we have introduced short term assessment beds. This allows a person to be cared for in a care home for up to six weeks, while undergoing an assessment to identify what their long-term care needs are, rather than be discharged directly from hospital to a care home. If the use of the beds is successful, we will apply for funding to make these beds permanent.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 1C(2i)	Percentage of clients receiving a direct payment for their social care service	Maximise	24.3%	33%	Red	DET	DET

Comments:

- Please note, the Q2 23/24 figure has been revised following updated recording.
- There has been a further drop in the percentage of clients receiving a direct payment (DP). At the end of December there were 503 clients out of 2,066 receiving an ongoing DP.
- Compared to last quarter the number of clients with a DP (numerator) has dropped by 1.6% and the denominator has risen by 0.4%. In December 2022 28% of clients (552) were receiving a DP.

Benchmarking:

- Nationally 26.2% of clients with an ongoing long-term service receive a DP.
- Our statistical neighbours' performance is 28.1%.
- Both comparators have seen a decline in performance compared to their 2021/22 results.

Actions:

- The average number of DPs required to be set up each month to achieve the 30% target is 94, the average number of cared for DP referrals received each is 9. Targets will be set for Locality teams and we are discussing how the Self Directed Support team can be involved in reviews to discuss DPs with people who are already in receipt of care.

Micro Enterprise Development

- To support any referrals for complex and high risk customers we have engaged support from the Department for Business, Energy and Industrial Strategy to support one of our personal assistant (PA) micro enterprises and managed account/payroll providers to registering as an employment agency.
- This model will conform to all industry regulators unlike some of the micro enterprise models currently being used in other local authority areas i.e. Community Catalysts and Tribe.
- For our less complex customers the development of locally based micro enterprises on the model described is key to providing quality cost effective services in the community and needs resource to implement. An additional local PA recruitment agency will increase local availability of employed and self-employed PAs.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 1G (n)	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family	Maximise	61%	65%	Red	DET	IMP

Comments:

- There has been a 1 percentage point (pp) drop in the proportion of learning disability (LD) clients who live in their own home or with family since last quarter.
- Of the current 634 LD clients, 388 (61%) are in their own home or living with family and have had a review in the last 12 months. 111 (18%) are living in their own homes or with family but haven't had a review in the last 12 months. This represents a deterioration for both cohorts. There are 79% in the desired type of accommodation.
- There are 135 clients not living with their families or in their own homes. Just over 82% of these are in residential or nursing homes. Accommodation in a care setting is, in many cases, the most appropriate place to provide the care and support needed and should not be viewed negatively.

Benchmarking:

- The current national outturn is 80.5% and our statistical neighbours' is 82.5% (2022/23 data). Medway's performance is adverse to both these comparators.
- It should be noted that this measure will be discontinued in 2024; this is a national decision by the Department for Education (DfE). It will be replaced with a measure focusing on the accommodation status of all long-term clients.

Actions:

- A specific piece of work has been undertaken to ensure there is no missing data in the system and this should improve the performance.
- The care reviews taking place will also enable us to ensure that the information recorded is up-to-date and accurate.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 2A(1)	Permanent admissions to care homes per 100,000 pop – 18-64	Minimise	Redacted	4	Green	IMP	IMP

Comments:

- Please note, the annual target (16) for this performance measure is apportioned across each quarter (4 per quarter).
- Also, please note, the Q2 23/24 outturn has been revised following updated recording and represents 7 x 18-64 admissions.
- There has been between 1 and 5 admissions for this age group in the quarter. As such the figures are redacted in accordance with standard practice.
- However, this level of admissions is an improvement on Q2 and is below target. We may see the Q3 figure rise as placements are recorded in the coming weeks.
- So far this year the rate of admissions is 12.4 per 100,000. This is slightly over the 12 per 100,000 target over three quarters, but under the 16 per 100,000 full year target.
- The current data shows that the outturn is green for the quarter but cumulative performance against the cumulative total is amber at present.

Benchmarking:

- Nationally the benchmark (2022/23 data) is 14.6 per 100,000 for the full year – just under 3.7 per 100,000 for each quarter – and for our statistical neighbours the figure is 13.9 per 100,000 (3.5 per 100,000 for each quarter). Medway is adverse to both the 2022/23 National and peer group performance (2022/23 performance for Medway is 15.25 per 100,000 or over 3.8 per 100,000 per quarter).

Actions:

- Residential care should be the last option for someone that requires care and support from adult social care. All other types of care and use of assistive technology can support people to remain at home.
- Supported living is offered to support people aged between 18-64, rather than residential care.

- We have had some successful outcomes for younger adults using a team of Personal Care Assistants via a direct payment and we will be reviewing this approach to determine whether it can be used more frequently as an alternative to residential care and supported living.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 2A(2)	Permanent admissions to care homes, per 100,000 pop – 65+	Minimise	123	162.5	Green	IMP	IMP

Comments:

- Please note, the target (650) for this performance measure is apportioned across each quarter (162.5 per quarter).
- Also, please note, the Q2 23/24 outturn has been revised following updated recording and represents 84 x 65+ admissions.
- There have been 57 admissions this quarter. Whilst this figure and the rate per 100,000 population is below target, retrospective inputting may raise this figure.
- Cumulatively there has been 222 admissions for this age group. This equates to a rate of 479.2 per 100k. This is slightly under the 487.5 per 100,000 target across three quarters and under the full year target of 650.
- The quarterly and cumulative performance is green.

Benchmarking:

- Nationally the benchmark (2022/23 data) is 560.8 per 100,000 for the full year – just over 140 per 100,000 for each quarter – and for our statistical neighbours the figure is 540.7 per 100,000 (just over 135 per 100,000 per quarter). Medway is adverse to both the 2022/23 National and peer group performance (2022/23 performance for Medway is 682 per 100,000 or 170.5 per 100,000 per quarter).

Actions:

- Residential care should be the last option for someone that requires care and support from adult social care (ASC). All other forms of care and use of assistive technology can support people to remain at home. This has been evidenced recently in Medway's ASC division and has enabled people to remain at home, where families thought that 24-hour care was the only option.
- We are working closely with Kyndi to gain additional funding to increase the use of assistive technology and with Commissioners to increase the use of Home Care to provide more care calls, in order to prevent, reduce and delay the need for residential care.

Project for this outcome:**Loneliness and Social Isolation:**

- The Medway Together Pledge campaign fully launched in November 2023 with a two-page article in the Medway Matters magazine and social media campaign. So far, 33 pledges have been made. Promotion of the campaign will be a priority over the next five months.
- Two Loneliness and Social Isolation training modules were delivered in Q3 23/24 with 16 delegates attending. The team represented Wider Determinants at Medway Matters Live, MEGAN CIC mental health event, A Better Medway Awards, Mental Health Day event at the Sunlight Centre and the Medway Food Partnership event. Presentations were delivered at the Neurological Café launch and the Physical Activity Alliance event.
- The social prescribing funding project is on track to go live in 2024. The Medway and Swale directory of services, Joy, has soft launched (<https://services.thejoyapp.com/>). The payment-for-prescription model has been agreed and the seed funding process has been drafted. The Programme Manager for Wider Determinants will sit on the panel reviewing applications alongside representatives from Medway Voluntary Action and the Health and Care Partnership. The evaluation steering group met to agree the methodology, and the evaluation plan is expected to be approved in January.
- The annual Medway Social Prescribing Networking event took place in October 2023, bringing together voluntary, community, faith and statutory organisations with link workers, health and wellbeing coaches, and care coordinators across Medway. This event provides the opportunity for networking, offering participants the chance to discover the array of services and activities available to support their patients and service users. In total, 59 people attended and feedback was positive.
- Implementation has started on the Talking Tables project. This is based on the national Chatty Café scheme model, where a table in a café is reserved for those who are open to meeting and talking with someone new. The Medway Talking Tables initiative expands on this concept through partnerships with various venues like churches, libraries, colleges, assisted housing associations, and community spaces. This establishes dedicated spaces where individuals can engage in conversation, accompanied by volunteer “meeters and greeters” who ensure a warm welcome and someone to talk to. A total of 12 venues have been identified to accommodate a Talking Table. Each venue will be provided with: a national Chatty Café license; an activity pack as an interactive ice breaker for the table including playing cards and dominos; and support for volunteers including training and signposting packs. Seven Talking Tables are currently ‘live’ with five more to launch in January. We aim to have 15 venues across Medway in total, one available each day of the week. The full schedule of Medway Talking Tables will be listed on the loneliness hub.
- Following a positive response from staff we delivered a second ‘Craft and Chat’ session in December 2023. This was organised and facilitated by Public Health with the aim to bring together staff from across the council and reduce social isolation at work. This was listed on i-Share and advertised through internal comms. Ten staff attended; all were from the PH directorate and feedback was very positive.