







# COUNCIL PRIORITY: SUPPORTING MEDWAY'S PEOPLE TO REALISE THEIR POTENTIAL

## HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

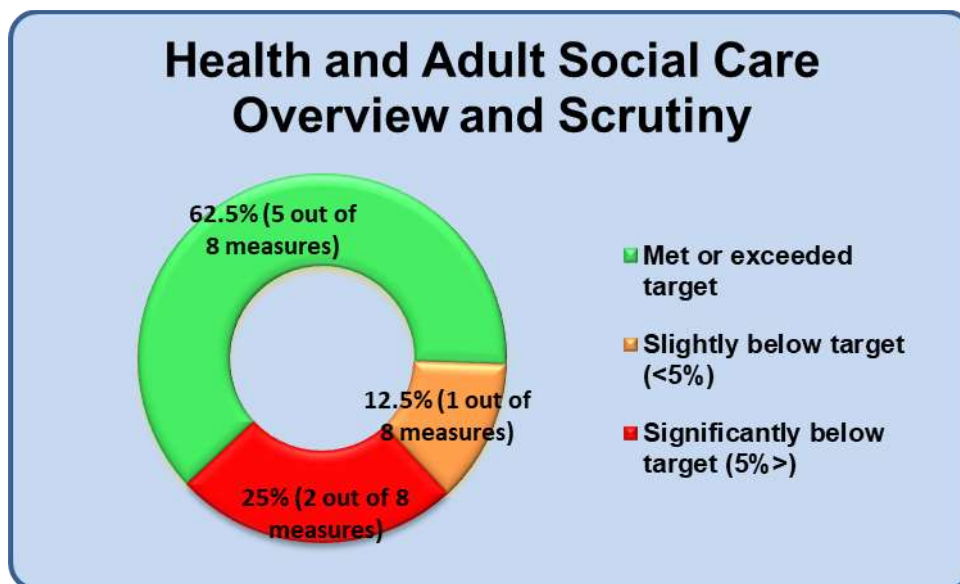
Performance: Quarter 4 AND END OF YEAR 2018/19

### Key

 Significantly below target (>5%)	 Slightly below target (<5%)	 met or exceeded target	
 improved	 worsened	= static	
 data only, no target	N/A – data not available	Short trend – since last quarter	Long trend – average over last 4 quarters
<b>Benchmarking</b> – compares favourably with national performance or standards	<input type="checkbox"/> Yes compares favourably	* No does not compare favourably	= similar performance

### Council Plan Measures: Summary Performance

There are 10 measures of success which fall under the remit of this Committee. We are reporting on 8 as for 2 measures data is not available.



### Improved performance

- 50% (4 out of 8) improved long term (average of previous 4 quarters)
- 37% (3 out of 8) improved short term (since last quarter)

### Highlights

- 50 organisations working signed up to Medway Workplace Wellbeing Awards

## Measures in target (green)

Code	Status	Name	Long trend	Short trend
PH22		Healthy Settings programme		
ASCOF 2Cii		Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population		
PH10		Percentage of people completing an adult weight management service who have reduced their cardiovascular risk		
ASCOF 2A(2)		Permanent admissions to care homes, per 100,000 pop – 65+		
ASCOF 1C(2i)		Percentage of clients receiving a direct payment for their social care service		

## Measures slightly below target (amber)

Code	status	Name	Long trend	Short trend
ASCGBT001		% of Long term packages that are placements		

## Measures significantly below target (red)

Code	Status	Name	Long trend	Short trend
ASCOF 2A(1)		Permanent admissions to care homes per 100,000 pop – 18-64		
ASCOF 1H		Proportion of adults in contact with secondary mental health services who live independently, with or without support		

## Measures not available this quarter

Code	Status	Name	Long trend	Short trend
ASCOF 1G (n)	N/A	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family	N/A	N/A
ASCOF 3B	N/A	Overall satisfaction of carers with social services	N/A	N/A

## Benchmarking

	<b>Council Plan Measure – Compares favourably with national performance?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Same =
ASCOF 1C(2i)	Percentage of clients receiving a direct payment for their social care service	<input type="checkbox"/>

# Council Plan Outcome: Healthy and active communities

Programme: Improving everyone’s health and reducing inequalities

## Council Plan Measures: Performance




<b>PH10</b>	<b>Percentage of people completing an adult weight management service who have reduced their cardiovascular risk</b>							<b>Aim to Maximise</b>			
<b>Quarterly</b>							<b>Annual</b>				
	<b>Value</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Long Trend</b>	<b>Short Trend</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>
<b>Q3 2018/19</b>	75.3%	<b>Q4 2018/19</b>	75.4%	75.0%				<b>2018/19</b>	74.9%	75.0%	
<p>Data shows 349 out of a total of 463 clients who attended a weight management service decreased their cardiovascular risk. The exercise referral and Tier 3 weight management programmes support people to increase their physical activity levels, lose weight, reduce their blood pressure or cholesterol levels. All of which enable improvements in cardiovascular health.</p>											

<b>PH22</b>	<b>Healthy Settings programme</b>							<b>Aim to Maximise</b>			
<b>Quarterly</b>							<b>Annual</b>				
	<b>Value</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Long Trend</b>	<b>Short Trend</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>
<b>Q3 2018/19</b>	51	<b>Q4 2018/19</b>	55	50				<b>2018/19</b>	55	50	
<p>A total of 50 organisations are working towards completion of the Medway Workplace Wellbeing Award (MWWA). Five organisations have completed the MWWA or other accredited scheme and remain actively engaged in the programme taking the total to 55 engaged businesses. A further 75 organisations are linked to the programme and receive unstructured support. This takes the Q4 programme employee reach to 24,448 for the 130 total businesses.</p>											

# Council Plan Outcome: Older and disabled people living independently in their homes

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





## Council Plan Measures: Performance

ASCGBT001		% of Long term packages that are placements							Aim to Minimise		
Quarterly								Annual			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 2018/19	30%	Q4 2018/19	30%	28%				2018/19	N/A	N/A	N/A

### Comments

The proportion of Long term services that are placements remains static at 30%, missing the target. This rate has been constant throughout the year. At the end of March the number of clients receiving long term services was 2790, this is 63 or 2% up on the number at the end of Q3. The number of clients in Residential or Nursing placements has risen to 830, up 9 (1%) on the number of placements open at the end of Q3.

There is no benchmarking data for this measure.

ASCOF 1C(2i)		Percentage of clients receiving a direct payment for their social care service							Aim to Maximise		
Quarterly								Annual			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 2018/19	29.4%	Q4 2018/19	32.3%	32%				2018/19	32.3%	32%	

### Comments

The percentage of clients receiving a direct payment has risen to 32.3%, exceeding the target. Currently 634 clients receive an ongoing direct payment.

### Benchmarking

99% of our long term community services are already delivered via a personal budget, which is higher than the 89.7% national figure.

Medway remains above the latest National performance of 28.5% and close to the statistical neighbour outturn of 30%, in regards of direct payments.

## Actions

The ongoing roll out of direct Payment prepaid cards, which started in December, will simplify the process making the service more attractive to clients and is expected to improve the uptake. Direct Payments are also, now, the preferred method of purchasing spot contract services.




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						Aim to Maximise			
Quarterly								Annual			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 2018/19	58%	Q4 2018/19	N/A	75%	N/A	N/A	N/A	2018/19	N/A	75%	N/A

## Comments

The final year end result for this measure will be calculated as part of the ASC statutory returns. A provisional result will be available in June 2019.

Work is underway within the service to ensure that an accommodation status is recorded and that reviews have been undertaken for all clients. It is expected that completion of these actions will increase performance by the end of the year to around 70%.

The national outturn is 76%.

ASCOF 1H		Proportion of adults in contact with secondary mental health services who live independently, with or without support						Aim to Maximise			
Quarterly								Annual			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q2 2018/19	66.0%	Q3 2018/19	64%	70%				2018/19	N/A	N/A	N/A

Data is published, Via NHS digital to December 2018. The percentage of mental health clients living independently has reduced slightly, to 64%. This represents 275 individuals. Whilst this is a drop on the 66% in Q3 (285 individuals) it is still a better rate than the national benchmark of 59%.

It should be noted that the Council does not have detailed data on the cohort of adults in contact with secondary mental health services, as these services are provided by KMPT, and has limited ability to influence this result.

<b>ASCOF 2A(1)</b>	<b>Permanent admissions to care homes per 100,000 pop – 18-64</b>							<b>Aim to Minimise</b>			
<b>Quarterly</b>							<b>Annual</b>				
	<b>Value</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Long Trend</b>	<b>Short Trend</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>
<b>Q3 2018/19</b>	2.3	<b>Q4 2018/19</b>	4.1	2.75				<b>2018/19</b>	16.3	11	

### Comments

There have been 7 admissions in the 18-64 age group in Quarter 4. This is an increase on last quarter and higher than the same period in 2017-18. This means the rate per 100,000 population is 4.1 compared to 3.5 last year, worse than the 2.75 per 100,000 quarterly target. For 2018-19 were 28 admissions, and increase of a third on last year. This has meant that the full year target of 11 admissions per 100,000 population (which equates to 19 admissions) has been missed.

### Benchmarking

Nationally the benchmark is 14 per 100,000 and for our statistical neighbours the figure is 13.6.

### Actions

All placement activity is thoroughly scrutinised by the Service to ensure the best outcome for that client. A project to increase the number of shared lives placements as an alternative to residential/nursing care is underway.

<b>ASCOF 2A(2)</b>	<b>Permanent admissions to care homes, per 100,000 pop – 65+</b>							<b>Aim to Minimise</b>			
<b>Quarterly</b>							<b>Annual</b>				
	<b>Value</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Long Trend</b>	<b>Short Trend</b>		<b>Value</b>	<b>Target</b>	<b>Status</b>
<b>Q3 2018/19</b>	112.5	<b>Q4 2018/19</b>	140	150				<b>2018/19</b>	589.9	600	

### Comments

So far in quarter 4 there have been 61 admissions in the 65+ age group, however, it is usual for this figure to increase as placements are recorded after the close of the quarter. This brings the year to date total to 590 per 100,000 population. This is below the annualised target of 600 per 100,000. Currently 257 clients have been admitted, compared to 265 admissions last year and a full year annualised target of 261 admissions. 2017-18's final rate per 100,000 was 608.

### Benchmarking

The National rate of admissions is 585.6, very close to Medway's projected year end figure. Medway is likely to be below its statistical neighbours who currently admit 618.1 people per 100,000 population.

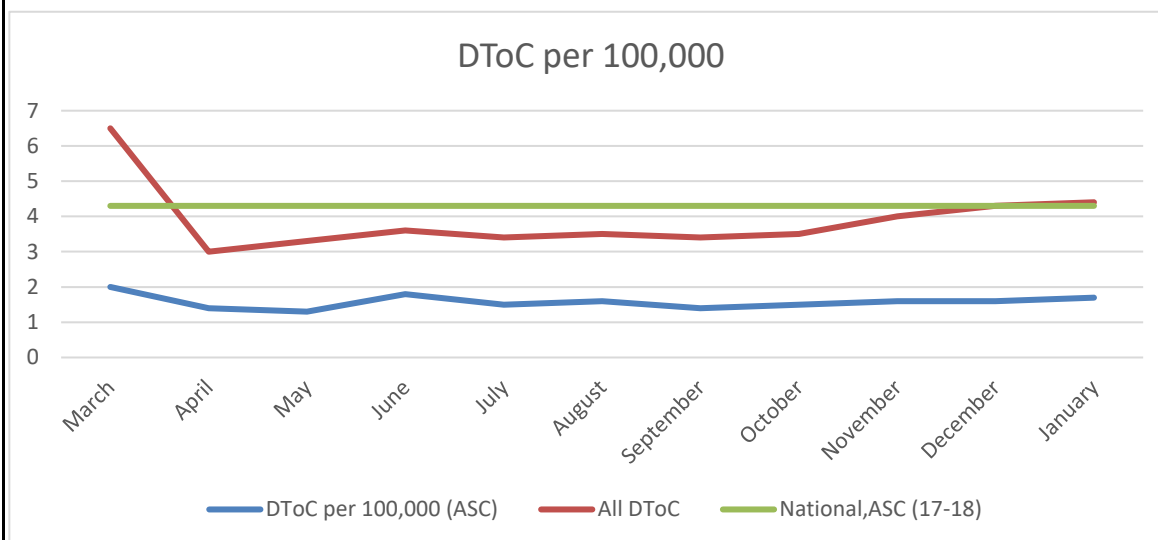
## Actions

The service continues to promote approaches that seek to maximise independence, and to support people to live in the community rather than in residential and nursing care.

ASCOF 2Cii		Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population							Aim to Minimise		
Quarterly								Annual			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 2018/19	1.5	Q4 2018/19	1.7	4.0				2018/19	N/A	4.0	N/A

## Comments

Data is available to January 2019. The rate of DToC attributable to Adult Social Care has remained largely static over the last 3 months and currently stands at 1.7 per 100,000 population. This is slightly higher than the 10 month average of 1.5 per 100,000. This result is well below the 4.0 target. The rate of all delays per 100,000, rose by 10% over the last 3 months and now stands at 4.4.



ASCOF 3B		ASCOF 3B Overall satisfaction of carers with social services					Aim to Maximise	
Annual								
	Value		Value	Target	Status	Long Trend	Short Trend	
2016/17	34.7%	2018/19	N/A	44%	N/A	N/A	N/A	

## Comments

Field work and data collection has been completed. Data, with national and regional benchmarking, becomes available in the summer. Early, provisional data shows that there is likely to be a stronger result than two years ago with around 40% of carers saying that they are satisfied. Whilst the challenging target of 44% may not be hit, early indication is that there has been an improvement in performance.

## Social isolation

The Men in Sheds programme works to address social isolation and mental wellbeing issues in men, with a focus on those out of work or retired. The programme is based at the Sunlight Centre in Gillingham but is open to the whole of Medway.

- There are 213 members, with 65 sessions held in the last quarter.
- Sessions include a peer led men's health session, fabrication, guitar sessions and green living sessions.
- Improvements in wellbeing have been demonstrated. The proportion of men with feelings of low wellbeing decreased from 60% to 40% following participation in the programme.
- Qualitative case studies demonstrate the shed is supporting men to become less isolated, learn new skills, improve their mental wellbeing and is supporting them to feel a sense of purpose in life.

Findings and recommendations of an overview and scrutiny Task Group review on social isolation were agreed by the Health and Adult Social Care Overview and Scrutiny Committee (13 December) Cabinet (January 19) and noted by the Health and Wellbeing Board (Feb 19).

An action plan to deliver the recommendations has been developed. Progress in this quarter includes:

- 20 social isolation leads from Directorates across the Council have been nominated.
- New social isolation training has been developed and training of these leads has begun this quarter. The training supports Directorates to identify those who may be isolated, talk to them and know where to signpost them for support.
- A new social isolation newsletter has been developed and disseminated to raise awareness of services and support available among professionals.
- Medway's social isolation network has been refreshed with new objectives agreed. Meetings have good partner engagement with consistently 20+ attendees.