







SUPPORTING MEDWAY'S PEOPLE TO REALISE THEIR POTENTIAL

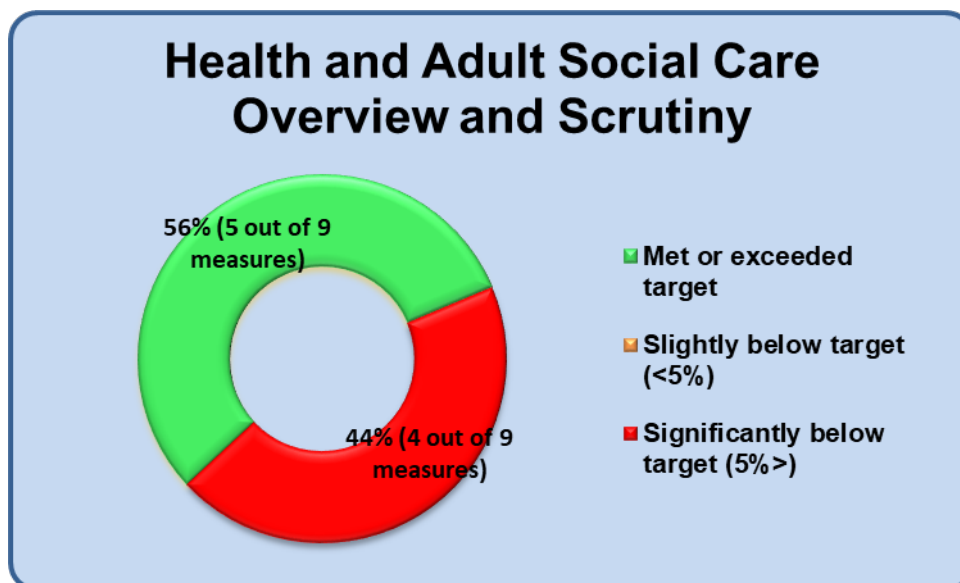
HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE Performance: Quarter 2 2019/20

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 |
| Benchmarking – compares favourably with national performance or standards | <input type="checkbox"/> Yes compares favourably | <input checked="" type="checkbox"/> No does not compare favourably | = similar performance |

Council Plan Measures: Summary Performance

There are 9 Council Plan measures for this priority.



Improved performance

- 37% (3 out of 8*) improved long term (average of previous 4 quarters)
- 56% (5 out of 9) improved short term (since last quarter)

*where data available

Measures in target (green)

| Code | Status | Name | Long trend | Short trend |
|-------------|--------|---|------------|-------------|
| PH26 | | Healthy Settings programme | N/A | |
| PH10 | | Percentage of people completing an adult weight management service who have reduced their cardiovascular risk | | |
| ASCOF 2Cii | | Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population | | |
| ASCOF 2A(2) | | Permanent admissions to care homes, per 100,000 pop – 65+ | | |
| ASCOF 2A(1) | | Permanent admissions to care homes per 100,000 pop – 18-64 | | |

Measures significantly below target (red)

| Code | Status | name | Long trend | Short trend |
|--------------|--------|---|------------|-------------|
| ASCGBT001 | | % of Long term packages that are placements | | |
| ASCOF 1C(2i) | | Percentage of clients receiving a direct payment for their social care service | | |
| 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 | | |
| ASCOF 1H | | Proportion of adults in contact with secondary mental health services who live independently, with or without support | | |

Strategic Risks

The quarter 2 strategic risk register is attached at Appendix 2. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood. The risks pertaining solely to this council priority are shown below (full details in Appendix 2).

| Reference | Risk Register Page (app 2) | Risk | Owner | Current residual risk score | Definition (current score) (L-likelihood) (I-impact) |
|-----------|----------------------------|----------------------------------|-----------------|-----------------------------|--|
| SR25 | 3 | Adult social care transformation | Director of C&A | CII | L - significant I - critical |

The following risks pertain to all priorities:

| Reference | Risk Register Page (app 2) | Risk | Owner | Current residual risk score | Definition (current score) (L-likelihood) (I-impact) |
|-----------|----------------------------|---|--|-----------------------------|--|
| SR02 | 7 | Business continuity and emergency planning | Director of RCET | DII | L - low I - critical |
| SRO3B | 9 | Finances | Chief Finance Officer | AI | L – very high I - catastrophic |
| SR21 | 11 | Procurement savings – capacity and delivery | Chief Legal Officer | CII | L - significant I - critical |
| SR32 | 14 | Data and information | Chief Legal Officer | CII | L - significant I - critical |
| SR33 | 16 | Impact of welfare reform | Chief Finance Officer | DIII | L - low I - marginal |
| SR34 | 19 | Successful delivery of the corporate transformation programme | AD Transformation | DII | L - low I - critical |
| SR36 | 27 | Alternative service delivery models | AD Transformation, Chief Legal Officer, Director of RCET | BIII | L - high I - Marginal |
| SR37 | 30 | Cyber Security | AD Transformation | CI | L - Significant I - Catastrophic |

Council Plan Outcome: Healthy and active communities



Programme: Improving everyone’s health and reducing inequalities

Council Plan Measures: Performance

| PH10 | | Percentage of people completing an adult weight management service who have reduced their cardiovascular risk | | | | | Aim to Maximise |
|------------|-------|---|-------|--------|--------|------------|-----------------|
| | Value | | Value | Target | Status | Long Trend | Short Trend |
| Q1 2019/20 | 79.9% | Q2 2019/20 | 81.7% | 75.0% | | | |

Data shows 357 out of a total of 437 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 and reduce their cholesterol levels. Measures of these indicators are recorded pre and post engagement with the services and are reflections of improvements in cardiovascular health.




| | | | | | | | | |
|------------|-------|----------------------------|-------|--------|--|------------|---|--|
| PH26 | | Healthy Settings programme | | | | | Aim to Maximise | |
| | Value | | Value | Target | Status | Long Trend | Short Trend | |
| Q1 2019/20 | 5 | Q2 2019/20 | 7 | 7 |  | N/A |  | |

2 organisations were awarded Gold status within the healthy workplace programme. 3 additional organisations were awarded bronze status but these numbers were not included as they do not yet reach reporting threshold.

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

| | | | | | | | | |
|------------|-------|---|-------|--------|---|---|---|--|
| ASCSBT001 | | % of Long term packages that are placements | | | | | Aim to Minimise | |
| | Value | | Value | Target | Status | Long Trend | Short Trend | |
| Q1 2019/20 | 31% | Q2 2019/20 | 31% | 28% |  |  |  | |




Comments

The proportion of long term services that are placements has stayed static at 31%. This misses the target by 3 percentage points. Over the last 12 months there has been little change, with the position now slightly higher than the 30% recorded at the same period last year. Currently there are 860 clients in residential and Nursing homes and a total of 2771 clients receiving long term care. Whilst there are 42 (5%) more clients in residential and nursing homes now, than at the end of September 2018, there are slightly fewer clients receiving long term care (1.5%).

There is no benchmarking data for this measure.

The ongoing demographic changes, consistent with an ageing population and increasing complexities of need, that the service is experiencing, continue to impact on placements. This is particularly evident in nursing care, where there are 11% more clients placed than at the end of September 2018. It is expected that the number of residents aged 85 and over will have risen by 85% between 2015 and 2030. The numbers of clients aged 85 and over with dementia is expected to double in the next 20 years. Better healthcare and support have meant that life

expectancy of people with learning disabilities continues to improve, with a growth of nearly 500 older people (65+) with learning disabilities in Medway projected between 2017 and 2035. This will add pressure to the demand for placements.

| | | | | | | | |
|--------------|-------|--|-------|--------|---|---|---|
| ASCOF 1C(2i) | | Percentage of clients receiving a direct payment for their social care service | | | | Aim to Maximise | |
| | Value | | Value | Target | Status | Long Trend | Short Trend |
| Q1 2019/20 | 27.5% | Q1 2019/20 | 28% | 32% |  |  |  |

Comments




There has been a small rise in the proportion of clients receiving a direct payment, with the percentage rising to 28% This represents 533 individuals, 6 more than at the end of June. However, there are now less ongoing direct payments than 12 months ago, when there were 560 direct payments, this equated to 29.3%

Benchmarking

Nationally 28.5% of clients with an ongoing long term service receive a direct payment, a similar proportion to Medway. It is slightly higher, 30% amongst our statistical neighbours.

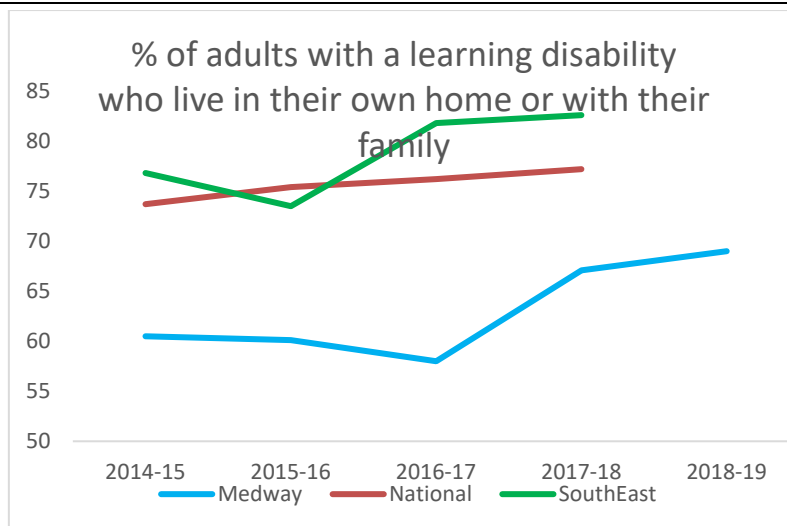
Actions

Projects to develop and implement community alternatives to traditional services continue. These will also consider the potential use of Individual Support Funds as a way to grow the use of Direct Payments.

| | | | | | | | |
|--------------|-------|--|-------|--------|---|---|---|
| ASCOF 1G (n) | | % of adults with a learning disability who live in their own home or with their family | | | | Aim to Maximise | |
| | Value | | Value | Target | Status | Long Trend | Short Trend |
| Q1 2018/19 | 60% | Q2 2018/19 | 58% | 75% |  |  |  |

Comments

The percentage of adults with a learning disability who live in their own home or with family and have had a review in the last 12 months has dropped slightly to 58% and is below target. This is very similar to the position at the end of September 2018 (59%).



Benchmarking

Medway remains behind the national (2017/18) performance of 77% and the statistical neighbour benchmark of 83%

Actions

Work continues to ensure that accommodation status is recorded accurately and that reviews have taken place as well as taking appropriate action when necessary to ensure that LD clients are supported to be in settled accommodation, where possible.

The main focus of work to improve performance on this measure is to focus on young people transitioning to adult services, as this is the best way of maximising the number of adults with learning disabilities being supported to live in the community rather than in residential care. The number of clients transitioning into adult social care is relatively small so the impact of this approach will be seen in the long term rather than immediately.




| ASCOF 1H | | Proportion of adults in contact with secondary mental health services in settled accommodation | | | | | Aim to Maximise | |
|------------|-------|--|-------|--------|--------|------------|-----------------|--|
| | Value | | Value | Target | Status | Long Trend | Short Trend | |
| Q4 2018/19 | 61% | Q1 2018/19 | 56% | 59% | | | | |

Data is published to June 2019. The proportion of mental health clients living independently has reduced to 56%, missing the target. There has been an 8% drop compared to March 2019 outturn, a steeper decline than the 2% seen nationally. 56% represents 250 individuals, 12 fewer than 3 months ago.

Nationally the rate is 58%, as at June 2019.

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.

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|---------------|-------|--|-------|--------|---|---|---|--|
| ASCOF 2A(1) | | Permanent admissions to care homes per 100,000 pop - 18-64 | | | | | Aim to Minimise | |
| | Value | | Value | Target | Status | Long Trend | Short Trend | |
| Q1 2019/20 | 3.5 | Q2 2019/20 | 3.0 | 3.25 |  |  |  | |

Comments

There have been 3.0 admissions per 100,000 population in quarter 2, for 18-64 year old adults. This means that for the first six month of this year there has been a rate of 6.5 admissions per 100,000 population. At this rate the 13 per 100,000 rate target will be met. The target equates to 22 individuals and so far, there have been 11 admissions. All these admissions have been to residential care.

Benchmarking

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

| | | | | | | | | |
|---------------|-------|---|-------|--------|---|---|---|--|
| ASCOF 2A(2) | | Permanent admissions to care homes, per 100,000 pop - 65+ | | | | | Aim to Minimise | |
| | Value | | Value | Target | Status | Long Trend | Short Trend | |
| Q1 2019/20 | 176.4 | Q2 2019/20 | 128.9 | 145 |  |  |  | |




Comments

To date there have been 57 admissions to residential and nursing homes for the over 65s. This is a rate of 128.9 per 100,000 population. Whilst better than the 145 per 100,000 population target it should be remembered that this number may change as records are updated. For the first half of the year there have been 135 admissions, equating to a rate of 305.4 per 100,000. This means that for the first half of the year the cumulative position is adverse to target, by 10.4 admissions per 100,000 (7 individual admissions).

For the first half of 2018 there were 124 admissions, 42% of these (51 individuals) were to nursing homes. So far this year there have been 135 admissions of which 48%, 65 individuals have been to nursing care. As such total admissions are rising (by 9%) and admissions to nursing care are rising and 27% more than the same time last year. The ratio residential nursing split has changed by 14% This evidences the demographic pressures imposed by an aging population, with increased levels of complex needs such as dementia.

Benchmarking

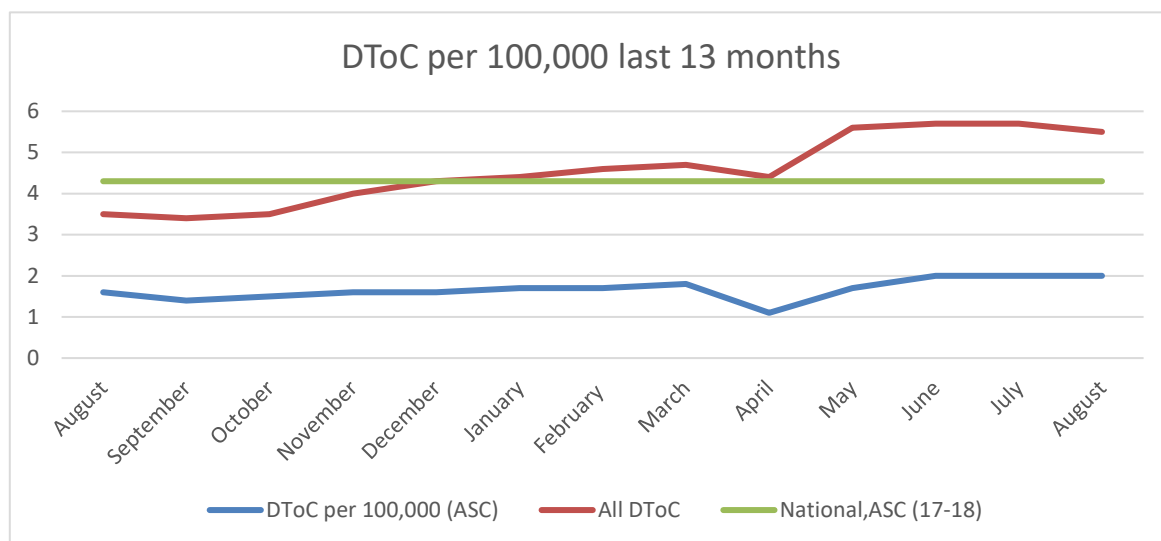
The National rate of admissions is 585.6, very close to Medway's projected year end figure. Medway is likely to be below its statistical neighbours who currently admit 618.1 people per 100,000 population.

| ASCOF 2Cii | | Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population | | | | | Aim to Minimise |
|------------|-------|--|-------|--------|---|---|---|
| | Value | | Value | Target | Status | Long Trend | Short Trend |
| Q1 2019/20 | 2.0 | Q1 2019/20 | 2.0 | 4.1 |  |  |  |

Comments

Data is available to August 2019. The rate of DToC attributable to Adult social care has remained static at 2 per 100,000 population. This should be viewed in conjunction with a small drop, from 5.7 to 5.5 for total delays per 100,000.

This consistent performance is attributable to the ongoing work with partners, which are being emulated by other Local authorities, as well as ongoing projects such as Home First and the Integrated discharge Service that seek to maintain the independence of clients in their own homes and coordinate interagency support.



Social isolation

Substantial work has been undertaken over the past three months to implement the recommendations of the Impact of Social Isolation in Medway Task Group report.

- The Medway Together Campaign is promoted on multiple media channels, with digital information on bus stop screens, and digital screens at Rochester train station, and Tesco Gillingham.
- The campaign focuses on raising awareness of community assets in Medway where local people can make connections with others. The community assets support local people to make a pledge to reduce loneliness by connecting with others in their community. Over the past three months 120 pledges have been made.
- Development of a new loneliness and social isolation training module has been delivered to twenty internal staff and 18 external partner staff. The training raises awareness of the impact of loneliness on health and wellbeing and makes attendees aware of the signposting and support services in Medway. The goal of this training is to reduce loneliness and isolation in Medway.
- Medway's social isolation network met twice this quarter. The network group has co-ordinated a multi-agency Loneliness and Social Prescribing event in the Pentagon Centre attended by 35 agencies.
- A new version of the 'Staying Connected' booklet is being produced in consultation with partners.