








Council Priority: PEOPLE

Supporting Medway's people to realise their potential

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

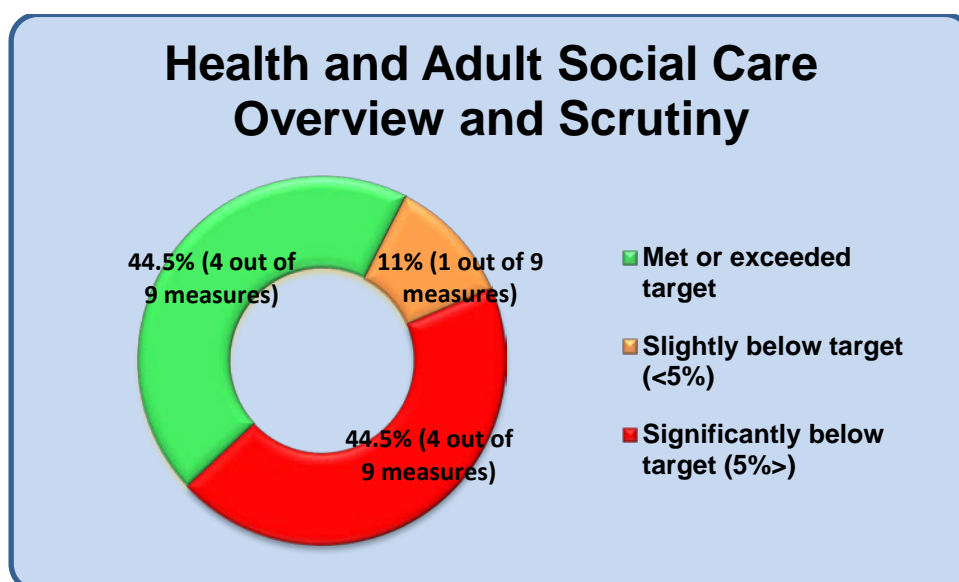
Performance: Quarter 3 2019/20

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	 No does not compare favourably	= similar performance

Council Plan Measures: Summary Performance













There are 9 Council Plan measures for this priority.






Improved performance

- 67% (6 out of 9) improved long term (average of previous 4 quarters)
- 78% (7 out of 9) improved short term (since last quarter)












Measures in target (green)

Code	Status	Name	Long trend	Short trend
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 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 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		
PH26		Healthy Settings programme	N/A	

Strategic Risks

The quarter 3 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	Non-delivery of Transformation in Adult Social Care	Director of People	EII	L – very low 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	6	Business continuity and emergency planning	Director of RCET	DII	L - low I - critical
SRO3B	8	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR21	10	Procurement savings – capacity and delivery	Chief Legal Officer	DII	L - low I - critical
SR32	13	Data and information	Chief Legal Officer	CII	L - significant I - critical
SR33	15	Impact of welfare reform	Chief Finance Officer	EIII	L –very low I - marginal
SR34	19	Successful delivery of the corporate transformation programme	Chief Finance Officer	EIII	L – very low I - critical
SR36	26	Alternative service delivery models	Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	29	Cyber Security	Chief Finance Officer	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	
Q2 2019/20	81.7%	Q3 2019/20	82.2%	75.0%				

Data shows 373 out of a total of 454 clients who attended a weight management service have decreased their cardiovascular risk in the last quarter. Both the Exercise referral and Tier 3 weight management programmes support people to improve their activity and lose weight, which will then have a positive effect in reducing blood pressure and 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	
Q2 2019/20	7	Q3 2019/20	9	13				

Two organisations achieved gold accreditation during Q3, Medway CCG and South Eastern, the later having offered extensive health checks for staff and completed the time to change pledge. A total of 8 organisations also achieved bronze award during Q3 but are not classified as completing the programme so are not counted against target. It is anticipated Q4 will see a number of these progress.

A difficulty obtaining target this quarter has been the scheduling assessments on the run up to Christmas as organisations face additional pressures.

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	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q2 2019/20	31%	Q3 2019/20	30%	28%				

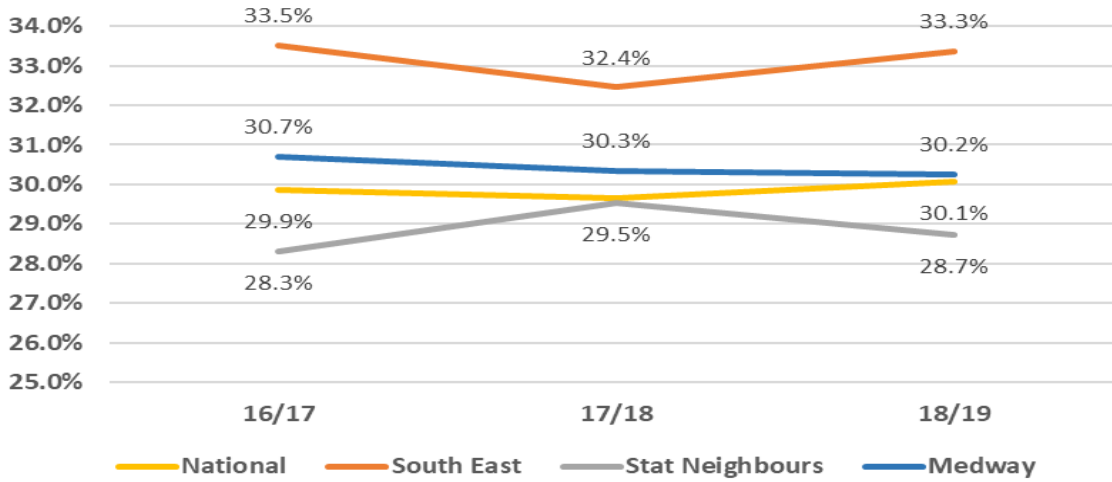
Comments

The proportion of long term services that are placements has reduced to 30% This misses the target by 2 percentage points. Over the last 12 months there has been little change, with the position now at the same level as recorded in December 2018. Currently there are 840 clients in residential and Nursing homes and a total of 2810 clients receiving long term care. There are 20 (2%) fewer clients in residential and nursing homes now, than at the end of September 2018, there are slightly more clients receiving long term care (2%).

Benchmarking

Nationally 30% of Long term clients are in placements, the same level as in Medway. However the national trend is rising, whereas the Medway trend is falling. The graph below shows Medway compared to our Statistical neighbours, the South east and national rates.

% clients with long term services that are in residential/nursing placements at year end



A recent deep dive concluded that the ongoing demographic changes, in particular those relating to an aging population, will impact on the number of placements needed. Whilst there may be fluctuations it is likely to be difficult to reduce the proportion of long term packages that are placements to the target level. Increases in the numbers of over 85s and the expected significant rise (doubling) in the numbers of dementia cases over the next two decades will mean maintaining the current ratio of placements to community packages will prove challenging.

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
Q2 2019/20	28%	Q3 2019/20	28.5%	32%			

Comments

For the second quarter running there has been a small rise in the proportion of clients receiving a direct payment, with the percentage rising to 28.5%. This represents 561 individuals, 28 more than at the end of September. Whilst the percentage of ongoing clients with an ongoing direct payment is less than at the same point last year (0.9pp) the actual numbers are the same, 561.




Benchmarking

Nationally 28.3% of clients with an ongoing long term service receive a direct payment, a similar proportion to Medway. The South East average is slightly higher at 29.5%.

In Medway 99.8% of clients revive their long term services via Self Directed support. This is better than the national rate of 89%

Actions

A recent deep dive has identified a range of actions that will be taken to improve performance. This includes the development of more aligned arrangements between the team that commission packages and the team that support people to use Direct Payments.

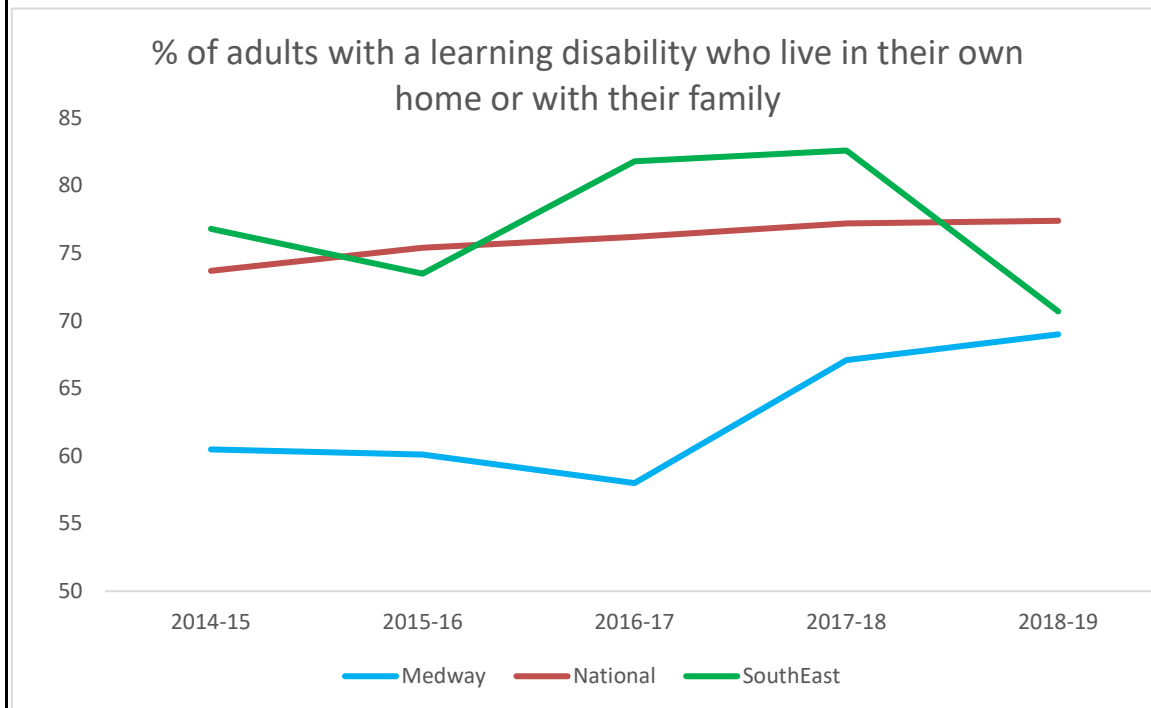
ASCOF 1G (n)		Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family				Aim to Maximise	
	Value		Value	Target	Status	Long Trend	Short Trend
Q2 2019/20	58%	Q3 2019/20	60%	75%			

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 risen slightly to 60% and is below target. However, this is better than the position at the end December 2019 2018 (58%).

Benchmarking




Medway remains behind the national (2018/19) performance of 77.4% and the South East benchmark of 70.7%. However, the gap between Medway's performance and national performance has narrowed when comparing the 2018-19 year end outturn. The 2018-19 South East outturn shows a major decline, whereas Medway has shown an increase.



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	
Q1 2019/20	56%	Q2 2019/20	56%	59%				

Data is published a quarter in arrears. The proportion of mental health clients living independently has stayed static at 56%, missing the target.

Nationally the rate is 58%, as at September 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.

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	
Q2 2019/20	3	Q3 2019/20	4.1	3.25				

Comments




In the quarter there have been 4.1 admissions per 100,000 population. This equates to seven 18-64 adults. So far this year there have been 18 admissions, which equates to 10.6 per 100,000 population. If admissions continue at this rate the target will be missed. The target equates to 22 admissions.

Benchmarking

Nationally the benchmark is 13.9 per 100,000 and for our statistical neighbours the figure is 14.1.

Actions

Investment in our Shared lives service continues and we have seen a 22% increase in the number of long term Shared Lives carers since the start of the year, and an increase in the number of long term placements. This service can be used as an alternative to residential care for working age adults and supports people to live in a family home in the community.

ASCOF 2A(2)		Permanent admissions to care homes, per 100,000 pop - 65+					Aim to Minimise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q2 2019/20	147	Q3 2019/20	88	145				

Comments

In the last quarter, there were 39 admissions of older people (65+) to residential and nursing care. This equates to 88 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. The number of admissions so far this year totals 184, which equates to 416 per 100,000 population. This is lower than the 451 per 100,000 recorded at the end of December 2018 and is also marginally better than the target rate of 435 per 100,000 population.




So far this year 52% of admissions have been to nursing homes and 48 to residential homes. At the same point in 2018 44% of admissions were to nursing homes and 56% to residential. This represents a significant shift in the demand on services and the needs of clients.

Benchmarking

The National rate of admissions is 580, close to Medway's projected year end figure. Medway is likely to be above its statistical neighbours who currently admit 484 people per 100,000 population.

Actions

A recent deep dive examined the quality of decision making, in relation to decisions to admit residents to nursing care homes, due to the recent significant increase. The review concluded that decision making was robust in virtually all cases, and that the increase was therefore likely to be the result in the need to support residents with a higher acuity of need. This rise is not unexpected given the demographic growth projections.

ASCOF 2Cii		Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population					Aim to Minimise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q2 2019/20	2.0	Q3 2019/20	1.8	4.1				

Comments

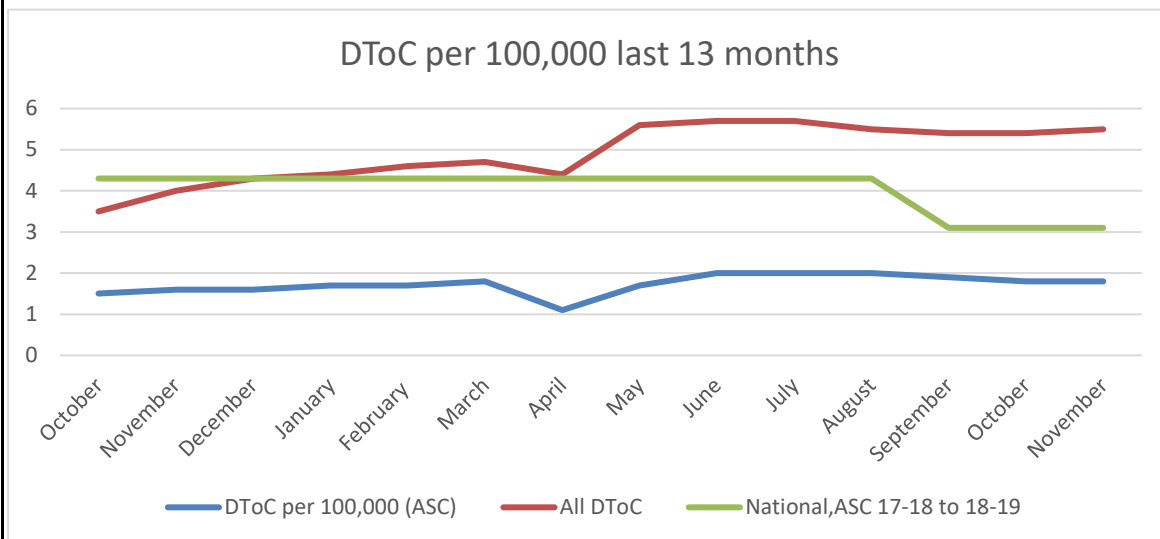
Data is available to November 2019. The rate of DToC attributable to Adult social care has reduced to 1.8 per 100,000 population. This should be viewed in conjunction with the total delays outturn remaining static at 5.5.

Benchmarking

Medway remains better than the latest National average of 3.1 DToC per 100,000 and the South east average of 3.4 per 100,000.

Actions

This consistent performance is attributable to the ongoing work with partners, for example the success of services 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. Additional services have been commissioned to manage winter pressures, for example a homecare bridging service has been commissioned, which provides temporary support, whilst a long term package of care is sourced.



Social isolation

- The A Better Medway Together's Chatty Bench Tour visited a number of different locations across Medway, including Chatham, Hoo, Rainham and Strood. The chatty bench tour consisted of using a wooden bench that was commissioned from Men in Sheds (a local scheme which supports men's mental health). The bench was a metaphor and prompt to start a conversation with members of the public. Through having these conversations awareness was raised of the impact on health and wellbeing of loneliness and social isolation. In total, 320 people were spoken to. People were offered advice on stopping smoking, nutrition and health checks.
- There has been engagement with Arriva bus company to explore the introduction of the 'Chatty Buses' initiative. This is in response to the National Loneliness Strategy to help raise awareness of social isolation and loneliness. Arriva staff will also be offered training around raising awareness of loneliness and social isolation.
- Loneliness and social isolation awareness and signposting workshops have been attended by 45 people. These workshops are delivered to Council staff and our support agencies and services.
- Recent engagement with businesses and partners has included inputs to staff at the National Grid, RBLI, Carers First, Age UK Medway, and Megan CIC, on the impact on health and wellbeing of loneliness and social isolation.

- Through this quarters work, we have received 80 pledges to take actions to reduce social isolation in Medway.