

# Council Priority: PEOPLE

## Supporting Medway's people to realise their potential

### HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY MEETING

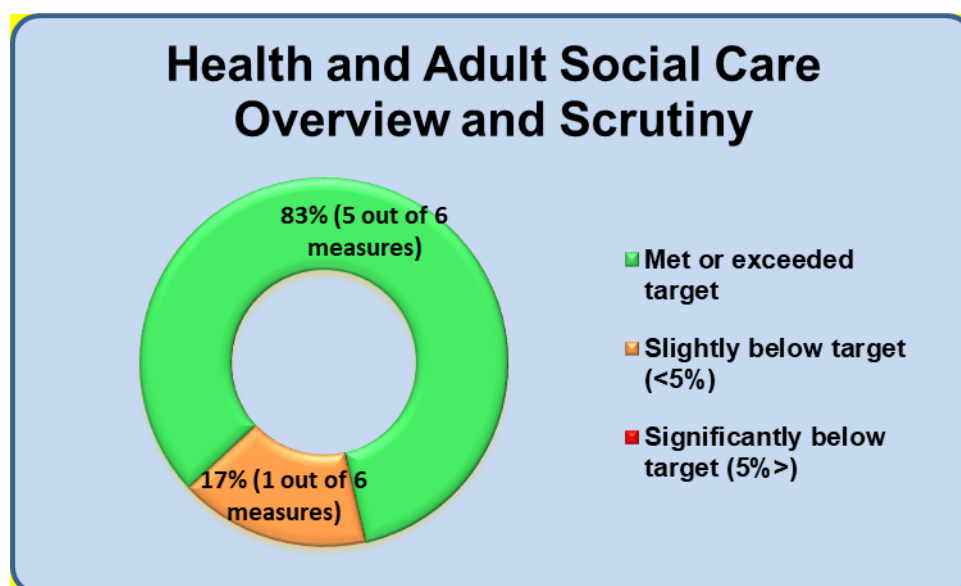
### Performance: Quarter 1 2020/21

#### Key

<b>Red</b>	significantly below target (>5%)	<b>Amber</b>	slightly below target (<5%)	<b>Green</b>	met or exceeded target
<b>Imp</b>	Improved	<b>Det</b>	Worsened	<b>Static</b>	Static

#### Council Plan Measures: Summary Performance

There are 7 Council Plan measures for this priority. We are reporting on 6 as data for 1 measure is not available this quarter.



#### Improved performance

- 83% (5 out of 6\*) improved long term (average of previous 4 quarters)
- 83% (5 out of 6\*) improved short term (since last quarter)

\*where data available

#### Measures in target (green)

Code	Status	Name	Long trend	Short trend
PH26	Green	Healthy Settings programme	Det	Det
ASCGT001	Green	% of Long term packages that are placements	Imp	Imp

Code	Status	Name	Long trend	Short trend
ASCOF 1C(2i)	Green	Percentage of clients receiving a direct payment for their social care service	Imp	Imp
ASCOF 2A(2)	Green	Permanent admissions to care homes, per 100,000 pop – 65+	Imp	Imp
ASCOF 2A(1)	Green	Permanent admissions to care homes per 100,000 pop – 18-64	Imp	Imp

### Measures slightly below target (amber)

Code	Status	Name	Long trend	Short trend
ASCOF 1G (n)	Amber	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family	Imp	Imp

Measures not available this quarter:

Code	Status	Name	Long trend	Short trend
ASCOF 2Cii	N/A	Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population	N/A	N/A

### Strategic Risks

During quarter 4 19/20 risks were maintained through the specialist cells set up in response to the Covid-19 pandemic). In quarter 1 20/21, as the Council has moved from the Response to Recovery phase of the Emergency Planning procedures, risk monitoring has returned to the Strategic Risk Management Group (SRMG).

Working alongside the Governance Cell, the SMRG has undertaken a fundamental review of the Strategic Risk Register in light of the Covid-19 Response and Recovery.

The quarter 1 20/21 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)
SR09A NEW	4	Changing Demographics of Older People and Working Age Adults	Director of People	BII	L - high 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)
SRO3B	7	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46 NEW	12	Medway's Economic Recovery from Covid19	Assistant Director Regenera tion (Recovery Lead Officer for Medway Council	BII	L - high I - critical
SR21 REMOVE	17	Procurement savings – capacity and delivery	Chief Legal Officer	DIII	L - low I - critical
SR32	19	Data and information	Chief Legal Officer	CII	L - significant I - critical
SR36	21	Alternative service delivery models	Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	24	Cyber Security	Chief Finance Officer	CI	L - Significant I - Catastrophic
SR02	29	Business continuity and emergency planning	Director of RCET	DII	L - low I - critical

## Council Plan Outcome: Healthy and active communities

## Programme: Improving everyone's health and reducing inequalities

## Council Plan Measures: Performance

PH26		Healthy Settings programme					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q4 2019/20	23	Q1 2020/21	3	3	Green	Det	Det

Despite a challenge due to the redeployment of staff for COVID-19 duties 3 organisations obtained awards in the Healthy workplace programme during Q1 (2 Silver, 1 Gold). 3 Organisations also achieved bronze during this time however this figure is not added to the total. A notable decline has been observed in businesses prepared to complete action towards award attainment due to COVID as they prioritise recovery and furlough return. The programme has however adapted its practice on assessment and developed support for local businesses to assist with pressures COVID presents. Q1 also saw the commissioning of this programme to delivery across Kent.

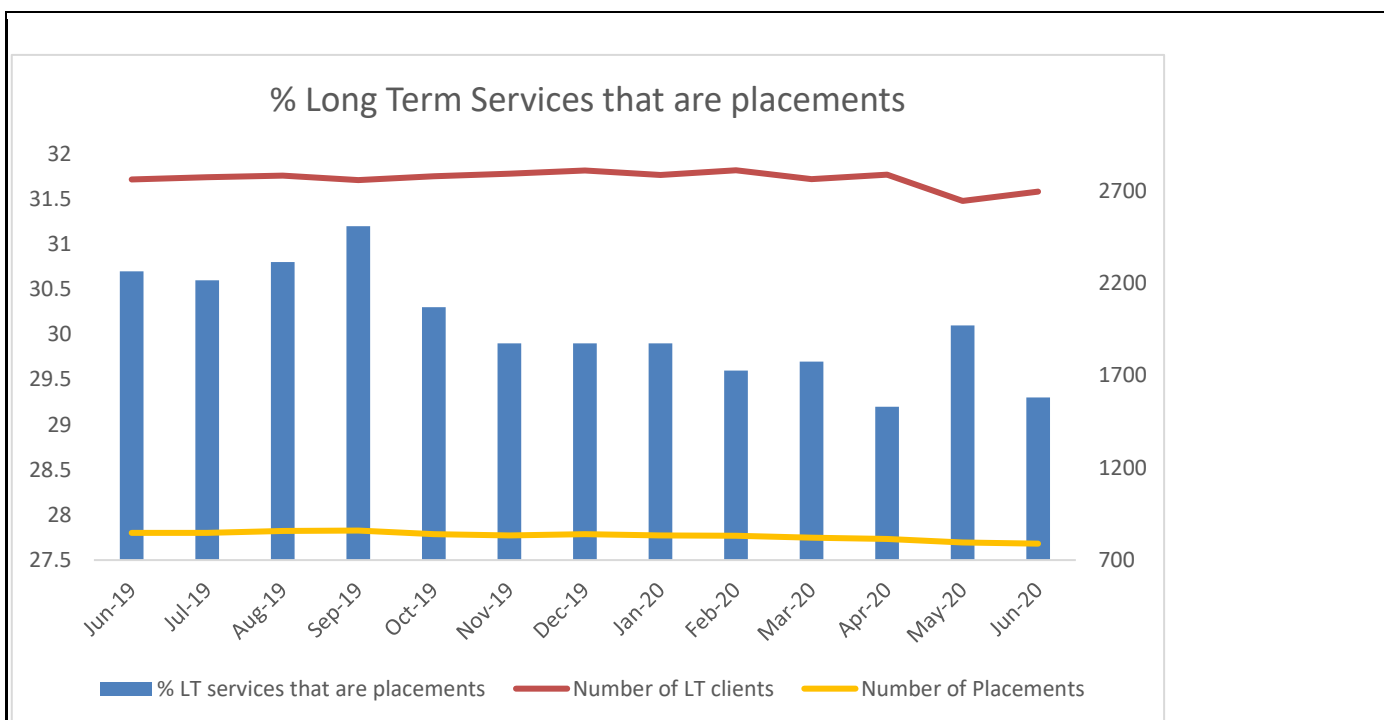
## Council Plan Outcome: Older and disabled people living independently in their homes

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
Q4 2019/20	30%	Q1 2020/21	29%	30%	Green	Imp	Imp

**Comments**  
The proportion of long term services that are placements has dropped by 1 pp to 29%. This is 2pp below the rate in June 2019. Currently there are 789 clients in residential and Nursing homes and a total of 2695 clients receiving long term care. There are 32 (4%) fewer clients in residential and nursing homes now, than at the end of March 2019, there are also slightly fewer clients receiving long term care (2%).



### Benchmarking

Nationally 30% of long term clients are in placements, A similar level as in Medway. However, the national trend is rising, whereas the Medway trend is falling. Whilst the long term expectation is that ongoing demographic changes, in particular those relating to an ageing population, will impact on the number of placements needed, the current Covid 19 situation may be impacting the numbers currently being admitted to and in 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
Q4 2019/20	30%	Q1 2020/21	30.2%	30%	Green	Imp	Imp

### Comments

Work done to increase the rate of Direct Payments (DP) continues to bear fruit as the percentage of services that are direct payments has risen for the third quarter in a row. There are now, proportionally 10% more clients receiving a DP than were at the same point last year.

### Benchmarking

Nationally 28.3% of clients with an ongoing long term service receive a direct payment, which means that Medway is outperforming the national average. The South East average is slightly higher at 29.5% and our statistical neighbours' performance is 30.3%.

In Medway 99.7% of clients receive their long term services via Self Directed support. This is better than the national rate of 89%.

**Actions**

Following the coronavirus outbreak staff in the Self Directed Support Team were redeployed to support core functions. As a result, we are likely to see a decline in Direct Payment uptake. However, as we move into our recovery phase, we will refocus and pick up on the actions we agree as a result of the deep dive.

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
Q4 2019/20	63%	Q1 2020/21	68%	70%	Amber	Imp	Imp

Data is as of May 2020. For the fourth quarter running the percentage of LD clients living in their own homes or with family has risen. Over the last 12 months there has been a 17% improvement in this statistic.

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
Q4 2019/20	3.5	Q1 2020/21	3	3.5	Green	Imp	Imp

**Comments**

Please note the target is apportioned per quarter. The full year target is 14 admissions per 100,000. In the quarter there have been 5 admissions per 100,000 population recorded. However, it is possible that the number of admissions will rise as records are updated retrospectively. This gives a rate of 3 per 100,000 population. In Q1 2019/20 the rate was 4.1 per 100,000 population.

**Benchmarking**

Nationally the benchmark is 13.9 per 100,000 for the full year, just under 3.5 per 100,000 for each quarter and for our statistical neighbours the figure is 14.2 (a little over 3.5 per 100,000).

**Actions**

Increasing the possible alternatives to placements for younger adults continues to be a focus. Investment in our Shared lives service has seen a 33% increase in the number of long term Shared Lives carers over the last 12 months. For the last 6 months, 100% of potential long term shared lives placements have been used. 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
Q4 2019/20	142.5	Q1 2020/21	67.9	154.5	Green	Imp	Imp
<p><b>Comments</b> Please note the target is apportioned per quarter. The full year target is 618 admissions per 100,000. In the last quarter, there were 30 admissions of older people (65+) to residential and nursing care. This equates to 67.9 per 100,000 population. Whilst better than the 145 per 100,000 population target, it should be remembered that this number will rise as records are updated. The number of admissions in the same quarter last year was 82 (185.5 per 100,000 population).</p> <p><b>Benchmarking</b> The National rate of admissions is 579.4. This equates to 144.9 per quarter. Our statistical neighbours 2018-19 outturn of 633.3 (158.3 per quarter).</p> <p><b>Actions</b> We will continue to monitor the number of admissions closely. The evidence is that we are placing residents with a higher acuity of need and coupled with the impact, to date, of Covid 19 this is likely to significantly affect the number of placements made.</p>							

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
Q4 2019/20	2.1	Q1 2020/21	N/A	4.1	N/A	N/A	N/A
Data collection has been suspended by Central Government during lockdown							

## Social isolation

- The impact of Covid-19 has exacerbated the issue of social isolation. The Welfare Calls team made direct contact with 658 identified isolated and vulnerable individuals.
- The key element of these calls was to provide reassurance and early support interventions. This included offering guidance and advice; sourcing solutions to often complex emerging issues; and making direct referrals to support services and agencies.
- The Welfare Calls team liaised with Doctors and Pharmacists to ensure medicines were picked up and delivered. This vital support was coordinated through Public Health with the support of NHS Volunteers; Kent Fire and Rescue; and Greenwich University. This ensured

isolated people were safe, provided reassurance and gave important human contact for people who were often living alone, and with no other support.

- Working in partnership with the Medway Social Isolation Network through these times helped create meaningful connections for socially isolated individuals. It is this partnership approach, and the shared learning, we will use to plan for the recovery and build resilience in Medway.