

Council Priority: PEOPLE

Supporting Medway's people to realise their potential

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY MEETING

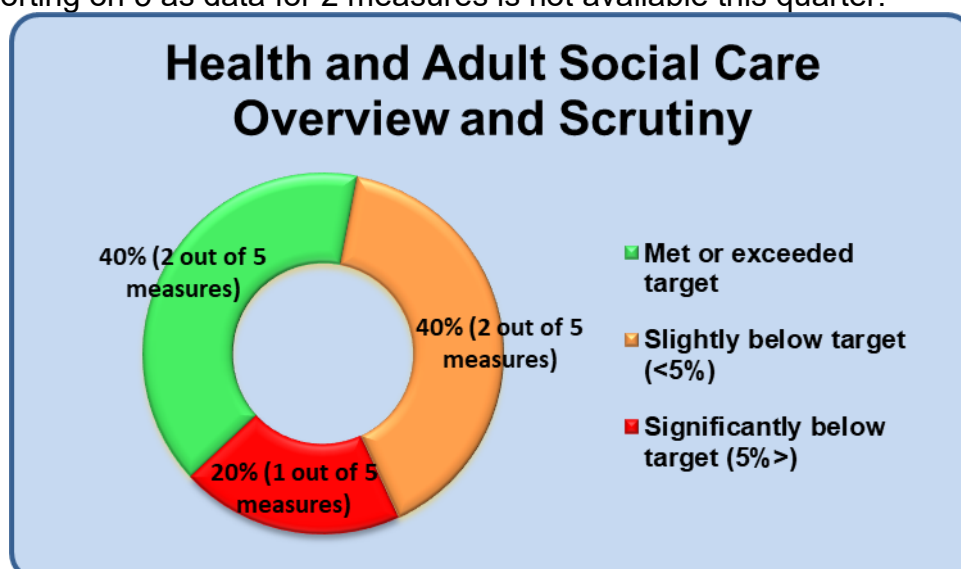
Performance: Quarter 4 2020/21

Key

Red	significantly below target (>5%)	Amber	slightly below target (<5%)	Green	met or exceeded target
IMP	Improved	DET	Worsened	Static	Static
Data	No target	NA	Not available	Not available	Not available
Short Trend	Since last qtr	Long Trend	Avg over last 4 qtrs	Avg over last 4 qtrs	Avg over last 4 qtrs

Council Plan measures: summary performance

There are 7 Council Plan measures that fall under the remit of this committee. We are reporting on 5 as data for 2 measures is not available this quarter.



Improved performance

- 60% (3 out of 5*) improved long term (average of previous 4 quarters)
- 40% (2 out of 5*) improved over the short term (since last quarter)

* where data available

Measures in target (green)

Code	Status	Measure	Long Trend	Short Trend
ASCGBT001	Green	% of Long-term packages that are placements	IMP	DET
PH26	Green	Healthy Settings programme	IMP	IMP

Measures slightly below target (amber)

Code	Status	Measure	Long Trend	Short Trend
ASCOF 1C(2i)	Amber	Percentage of clients receiving a direct payment for their social care service	IMP	IMP
ASCOF 2A(2)	Amber	Permanent admissions to care homes, per 100,000 pop – 65+	DET	DET

Measures significantly below target (red)

Code	Status	Measure	Long Trend	Short Trend
ASCOF 2A(1)	Red	Permanent admissions to care homes per 100,000 pop – 18-64	DET	DET

Measures not available this quarter

Code	Status	Name	Long Trend	Short Trend
ASCOF 1G (n)	NA	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family	NA	NA
ASCOF 2Cii	NA	Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population	NA	NA

Strategic Risks

The quarter 4 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	L-likelihood I-impact
SR09A NEW	14	Changing Demographics of Older People and Working Age Adults	Director of People	BII	L - high I - major

The following risks pertain to all priorities:

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SRO3B	4	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46	8	Medway's Economic Recovery from Covid19	AD Regeneration (Recovery Lead Officer for Medway Council)	BII	L - high I - major
SR32	26	Data and information	Chief Legal Officer	CII	L – significant I - major
SR36	29	Alternative service delivery models	Chief Legal Officer, Chief Finance Officer	BIII	L - high I - moderate
SR37	33	Cyber Security	Chief Finance Officer	CI	L - significant I - catastrophic
SR02	42	Business continuity and emergency planning	Director of Place, Chief Finance Officer	DII	L - low I - major
SR49	59	Income Reduction due to Covid19	Chief Finance Officer	BII	L - high I - major

Council Plan Outcome: Healthy and active communities

Programme: Improving everyone's health and reducing inequalities

Council Plan Measures

PH26 Healthy Settings programme

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	20	20	Green	Maximise	IMP	IMP
Q3 2020/21	13	13	Green	Maximise	IMP	IMP

Comments

Assessments have been difficult to schedule due to restrictions imposed by the pandemic with numerous organisations choosing to hold submitting evidence until staff return from furlough. Despite this the target has been achieved. With 4 Golds and 3 silver awards issued during this quarter (not including reaccreditations for organisations who have held the award for 3 years). Notable organisations this quarter include BAE systems and KMPT who complete the award and now look to strive for platinum through promotion of the programme and by providing inspiration to other organisations in their business sectors of healthcare and technology.

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

ASCGBT001 % of Long term packages that are placements

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	30.0%	28.6%	Green	Minimise	IMP	DET
Q3 2020/21	30.0%	28.4%	Green	Minimise	IMP	DET

Comments

There is minimal fluctuation in the number of clients in long-term services and clients that are placements, therefore this measure remains below target. Currently there are 759 clients in residential and Nursing homes and a total of 2651 clients receiving long-term care.

Benchmarking

National data for 2019/20 for long term clients in placements is 30.1%, no change from the 2018-19 figure.

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 Covid19 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

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	30.0%	29.5%	Amber	Maximise	IMP	IMP
Q3 2020/21	30.0%	28.7%	Amber	Maximise	DET	IMP

Comments

As at end March 2021, this measure is sitting at an amber RAG rating at 28.7%, with 557 clients receiving a direct payment. This is a volatile measure which needs to keep pace with the fluctuations in clients receiving long term services. Currently 99.5% of Clients receive self-directed support.

Benchmarking

Nationally and for the South East 27.9% of clients with an ongoing long-term service receive a direct payment, a drop on 2018/19 from 28.3% and 29.5% respectively. Our statistical neighbours' performance is higher at 30%.

Actions

As lockdown eases, the service is noticing an increase in referrals. Over the coming weeks the service is focusing their efforts on those who had support packages set up during lockdown following discharge from hospital and where possible transferring to direct payment.

The service are targeting day support providers as they open. Work will concentrate on those accessing the service, reviewing their services and where possible transferring them to direct payment.

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

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	70.0%	NA	NA	Maximise	NA	NA
Q3 2020/21	70.0%	67%	Amber	Maximise	IMP	DET

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 July 2021.

Benchmarking

The current national outturn is 77.3% and our statistical neighbours' is 83.5%.

ASCOF 2A(1) Permanent admissions to care homes per 100,000 pop – 18-64

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	3.5	5.4	Red	Minimise	DET	DET
Q3 2020/21	3.5	3	Green	Minimise	IMP	IMP

Comments

Please note the target is apportioned per quarter. The full year target is 14 admissions per 100,000, which equates to approx. 24 clients being placed. In Q1, 7 placements were recorded, 6 in Q2 and 5 in Q3. In total 10.6 admission per 100,000. During Q4, 9 placements have so far been recorded, missing the target by 3 individual admissions. This means that the annualised rate is 16 admissions per 100,000, missing the target by 2 admissions per 100,000 admissions. This may increase if packages are added retrospectively.

Benchmarking

Nationally the benchmark 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 13.8 (a little under 3.5 per 100,000).

Actions

The service has seen an increase in numbers of individuals with a higher level of need. Working with our commissioning colleagues we will continue to identify and commission further appropriate alternative forms of accommodation with a view to reduce the numbers requiring care home admissions.

ASCOF 2A(2) Permanent admissions to care homes, per 100,000 pop – 65+

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	154.5	159.6	Amber	Minimise	DET	DET
Q3 2020/21	154.5	131.2	Green	Minimise	DET	DET

Comments

Please note the target is apportioned per quarter. The full year target is 618 admissions per 100,000, which equates to approx. 273 clients being placed. This has been achieved.

For the full year there have been 205 placement starts, this equates to 463.7 admissions per 100,000, under target.

In Q1, 38 placements were recorded, 39 in Q2 and 58 in Q3. 70 people have been placed in Q4 (159.6 per 100,000). This is above the quarterly target and may increase as placements are updated.

30% of new starts were in Nursing care and 70% were in residential care.

The impact of Covid19 on our older population with increased hospital admissions and acuity of need has in turn led to an increase in the number of placements, particularly recorded in Q4. We will closely monitor this going forward as there is good evidence of the positive impact of vaccination on our older population.

Benchmarking

The National rate of admissions is 584. This equates to 146 per quarter. Our statistical neighbours 2019/20 outturn of 595.2 (148.8 per quarter).

ASCOF 2Cii Delayed transfers of care from hospital and those which are attributable to adult social care, per 100,000 population

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q4 2020/21	4.1%	NA	NA	NA	NA	NA

Comments

Data collection has been suspended by Central Government.

Social Isolation

The Covid19 pandemic has made the issue of isolation and loneliness worse.

A welfare response team was brought together to 'check-in' on vulnerable people and at-risk groups. This saw the coordination of telephone befriending projects in partnership with: Medway Voluntary Action; Age UK Medway; Kent Muslim Welfare

Association; Churches Together in Medway; Walderslade Together; wHoo Cares; Medway African and Caribbean Association; and Mutual Aid Road Reps.

The team conducted 739 calls and made 279 referrals to different organisations.

Virtual workshops have been developed to create connections and bring people together. These included Adult Education and Public Health classes offering physical activity sessions, cooking and healthy eating workshops, virtual coffee groups, and support with mental health and wellbeing.

Social isolation and loneliness training modules have moved to virtual delivery. The use of Teams and Zoom has enabled the delivery of six workshops with 98 people attending from a diverse range of services and community projects.

Targeted work has taken place to support BAME groups around interventions that positively impact social isolation. This has included working with Medway Diversity Forum, Kent Muslim Welfare Association, and Medway African Caribbean Association with high levels of cultural awareness to ensure befriending projects are relevant and effective.