

Council Priority: PEOPLE

Supporting Medway's people to realise their potential

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

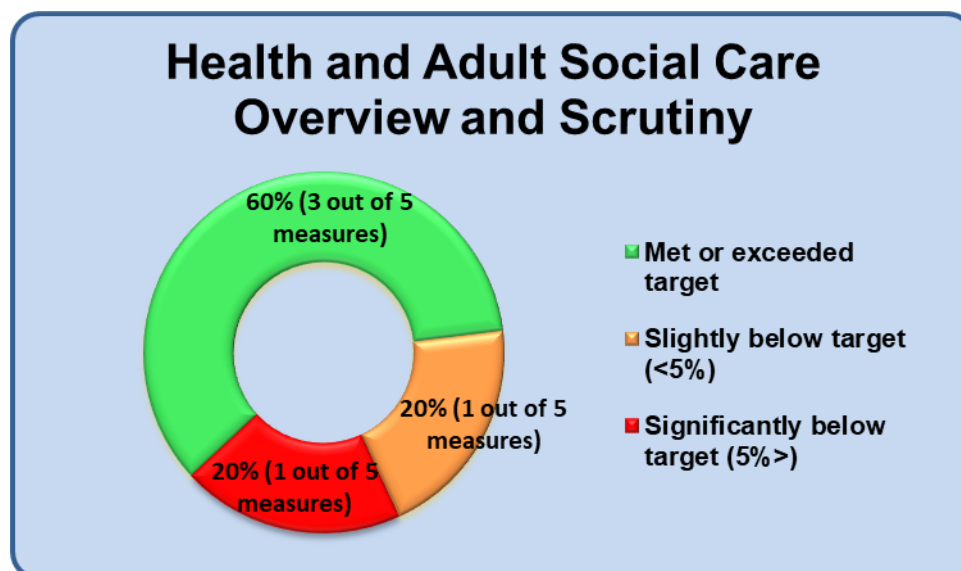
Performance: Quarter 1 2021/22

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 8 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

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

* where data available

Measures in target (green)

Code	Status	Measure	Short Trend	Long Trend
ASCGBT001	Green	% of Long-term packages that are placements	DET	DET
ASCOF 1G (n)	Green	Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family (Q4 2020/21)	IMP	IMP
ASCOF 2A(2)	Green	Permanent admissions to care homes, per 100,000 pop – 65+	IMP	IMP

Measures slightly below target (amber)

Code	Status	Measure	Short Trend	Long Trend
ASCOF 1C(2i)	Amber	Percentage of clients receiving a direct payment for their social care service	DET	STATIC

Measures significantly below target (red)

Code	Status	Measure	Short Trend	Long Trend
PH13	Red	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over (Q4 2020/21)	DET	DET

Measures not available this quarter

Code	Status	Measure	Short Trend	Long Trend
PH23	NA	Dementia friendly settings (Q4 2020/21)	NA	NA
ASCOF 2A(1)	NA	Permanent admissions to care homes per 100,000 pop – 18-64	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 1 21/22 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	4	Changing Demographics of Older People and Working Age Adults	Director of People - Children and Adults Services	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	9	Finances	Chief Finance Officer	A1	L – very high I – catastrophic
SR46	14	Medway's Economic Recovery from Covid19	Assistant Director Regeneration (Recovery Lead Officer for Medway Council)	BII	L – high I – major
SR32	21	Data and information	Chief Legal Finance Officer	CII	L – significant I – major
SR36	25	Alternative service delivery models	Chief Legal Officer, Chief Finance Officer	BIII	L – high I – moderate
SR37	30	Cyber Security	Chief Finance Officer	CI	L – significant I – catastrophic
SR02	37	Business continuity and	Director of Place, Deputy Chief	DII	L – low I – major

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L – Likelihood I – Impact
		emergency planning	Executive		
SR49	41	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

PH13 Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q4 2020/21	567	391	Red	Maximise	DET	DET
Q3 2020/21	340	185	Red	Maximise	DET	DET

Comments

Delivery of Smoking Cessation in GP practices, pharmacies and prison greatly reduced over the pandemic due to the system responding to the crisis. All face-to-face support ceased over 2020/21, with the Public Health team offering remote support. This has led to a decrease in the number of quits for the service beyond what was expected. There will continue to be limited capacity in GP practices and pharmacies as the health system continues to work on the vaccination programme alongside recovery of services. In addition, the number of quits will reduce year-on-year as prevalence continues to reduce. There are currently approximately 30,000 smokers in Medway compared to 10 years ago when there were 49,000. Medway continues to have one of the highest quit rates per 100,000 of the smoking population for the South East Region.

In Q4 2020/21, 441 quit attempts and 250 self-reported quits provide a 57% success rate. The current predominant service option has been telephone support due to Covid19, however, in addition, both the Core and Pregnancy teams have explored group options using digital online video conferencing. In addition, Medway Stop Smoking Service is improving access for Medway residents by offering digital stop smoking service access points. These include Text To Quit, and an app. The service

continues to work closely with Medway Foundation Trust on initiatives such as Pre-rehabilitation surgery school and a dedicated on-site Stop Smoking Support room. The service also continues to work closely with GP practices and pharmacies in order to support them in delivering the programme or generate referrals into the Public Health team.

PH23 Dementia friendly settings

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q4 2020/21	6	NA	NA	Maximise	NA	NA
Q3 2020/21	4	NA	NA	Maximise	NA	NA

Comments

Please note, performance has been directly impacted by national regulations that required us not to undertake any work in these areas. The status for this indicator has been temporarily removed due to the impact of Covid19.

It has not been possible to conduct assessments to progress this target due to Covid19 restrictions. The development of inclusive locations for people who live with dementia has been furthered through discussion within the Action Alliance and provision of online dementia friendly training, however no formal assessments have been able to be conducted. Later this year, initiatives to improve areas for all hidden disabilities will impact this work as action taken by organisations is broader than the dementia focus.

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	Short Trend	Long Trend
Q1 2021/22	30%	29.1%	Green	Minimise	DET	DET
Q4 2020/21	30%	28.6%	Green	Minimise	DET	IMP

Comments

There is minimal fluctuation in the number of clients in long term services but a 5% rise, over the quarter, in the number of clients in placements, therefore this measure

remains below target but has risen. Currently there are 794 clients in residential and Nursing homes and a total of 2,651 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 number of clients in placements are currently lower than pre-Covid19 levels.

ASCOF 1C(2i) Percentage of clients receiving a direct payment for their social care service

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q1 2021/22	30%	29.1%	Amber	Maximise	DET	STATIC
Q4 2020/21	30%	29.5%	Amber	Maximise	IMP	IMP

Comments

29.1% represents 568 individuals. The increase in the number of clients receiving a direct payment was not sufficient in increasing the percentage of clients receiving a direct payment for their social care service because of a higher proportionate increase in the number of clients receiving long term care.

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. This is a drop on 2018/19 from 28.3% and 29.5%, respectively. Our statistical neighbours' performance is higher at 30%.

Actions

The team are now working business as usual but have a backlog of referrals because of changes to their focus during peaks in the pandemic. Due to the nature in how service users are supported to set up direct payments the result will be seen within the next three months.

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	Short Trend	Long Trend
Q4 2020/21	70%	76%	Green	Maximise	IMP	IMP

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2020/21	70%	66%	Red	Maximise	DET	IMP

Comments

Unpublished data, based on our 2020/21 statutory return work shows 76% of adults with a learning disability live in their own home or with their family, which is a 4 percentage point improvement on our 2019/20 performance of 72%: exceeding our target of 70%.

Benchmarking

The current national outturn is 77.3% and our statistical neighbours' is 83.5% (2019/20 data).

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

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q1 2021/22	3.5	NA	NA	Minimise	NA	NA
Q4 2020/21	3.5	5.4	Red	Minimise	DET	DET

Comments

Please note the target is apportioned per quarter.

As the number of admissions in Q1 is between 1 and 5 this metric is redacted to prevent identification. However, we are able to say that the rate is below 3.5 per 100,000 and that the number of admissions recorded so far show positive trends.

Benchmarking

Nationally the benchmark is 14.6 per 100,000 for the full year, under 3.7 per 100,000 for each quarter and for our statistical neighbours the figure is 13.8 per 100,000 for the full year, and under 3.5 per 100,000 for each quarter.

Actions

The service has seen an increase in the number of individuals with higher levels of need. Working with our commissioning colleagues, we will continue to identify and commission further appropriate alternative forms of accommodation with a view to ensuring that the numbers requiring care home admissions is as low as possible.

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

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q1 2021/22	154.5	95	Green	Minimise	IMP	IMP
Q4 2020/21	154.5	159.6	Amber	Minimise	DET	DET

Comments

Please note the target is apportioned per quarter. 42 admissions have been recorded in Q1, so far. This equates to 95 admissions per 100,000 population, which is under target. For the same period last year, 38 admissions were recorded, clearly impacted by the pandemic and lockdown.

Benchmarking

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

Actions

Whilst a low number of admissions to care homes is a positive, this may in part be due to the impact of Covid19 on our older population, partly in terms of the death rate. We also know that during Covid19 many families chose to continue to care for their loved ones at home to avoid admission to care. We also know that delays in recording impacts the figures. We will continue to monitor the number of and trends in admissions over Q2.

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	Short Trend	Long Trend
Q1 2021/22	4.1%	NA	NA	Minimise	NA	NA

Comments

Data collection has been suspended by Central Government.

Social Isolation

As we prepare and plan for emerging changes to the Covid19 requirements and restrictions, the issue of social isolation and loneliness is crucial. Work has begun on finding information and data for key priorities of work. These include the impact on: young adults; Black, Asian and minority ethnic groups; obesity; learning disability and autism; mental health; and older people.

Engagement with partners continues through virtual meetings, including the two weekly Medway Voluntary Action multi-agency meeting.

We are committed to expanding the delivery of the 'Connect 5' mental health training modules. Following a 'train the trainers' workshop, there will be enhanced awareness and support across Medway.

Two Social Isolation and Loneliness training modules have been held. Attendees have been from departments across the council, and external partners and businesses.

The 'A Better Medway Campaign' provided a range of information, advice, and support services during Loneliness Awareness Week (14 – 18 June) helping to reduce loneliness in Medway.

We are supporting the re-opening of 'Places of Welcome', Chatty Cafés and Dementia Cafés. We are carefully moving from virtual meetings to face-to-face ones, including meeting at Jaspers Café, and at St Augustine's and Christ Church venues.

Social Prescribing is successfully working with clients aged 65+ and there continues to be positive outcomes and evidence of reduced loneliness. For example, four clients are now independently accessing regular activities and social groups following initial support from link workers.

Support is being provided to promote the pop-up vaccine events, and focused work has been done in contacting groups who may be missing. This includes potentially isolated people and minority ethnic groups.