

# Council Priority: PEOPLE

## Supporting Medway's people to realise their potential

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY  
COMMITTEE

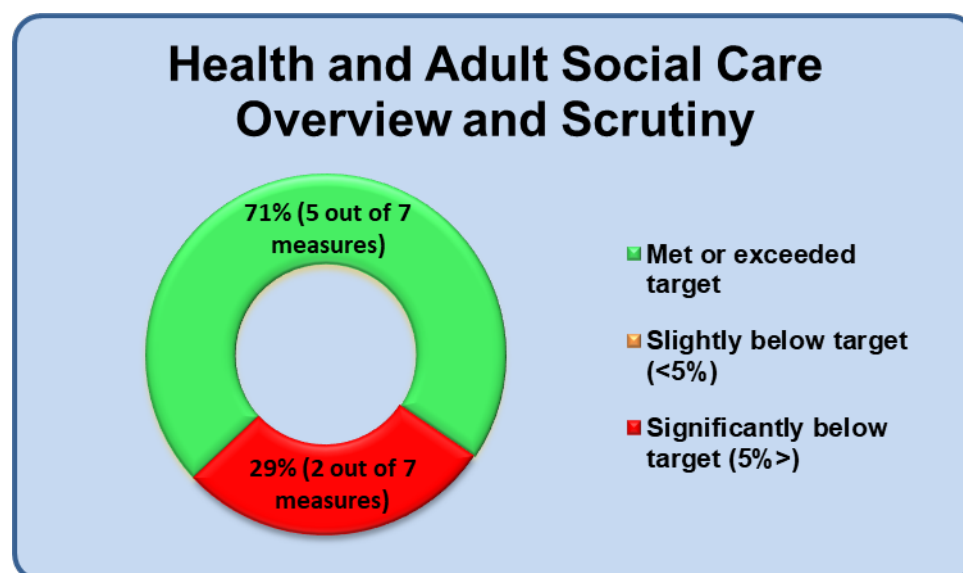
### Performance: Quarter 2 2021/22

#### 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
<b>Data</b>	No target	<b>NA</b>	Not available	Not available	Not available
<b>Short Trend</b>	Since last qtr	<b>Long Trend</b>	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 7 as data for 1 measure is not available this quarter.



#### Improved performance

- 40% (2 out of 5\*) improved over the short term (since last quarter)
- 43% (3 out of 7\*) improved long term (average of previous 4 quarters)

\* where data available

**Measures in target (green)**

Code	Status	Measure	Short Trend	Long Trend
PH13	Green	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over (Q1 2021/22)	IMP	IMP
PH23	Green	Dementia friendly settings	NA	IMP
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	DET	STATIC
ASCOF 2A(2)	Green	Permanent admissions to care homes, per 100,000 pop – 65+	IMP	IMP

**Measures significantly below target (red)**

Code	Status	Measure	Short Trend	Long Trend
ASCOF 1C(2i)	Red	Percentage of clients receiving a direct payment for their social care service	DET	DET
ASCOF 2A(1)	Red	Permanent admissions to care homes per 100,000 pop – 18-64	NA	DET

**Measures not available this quarter**

Code	Status	Measure	Short Trend	Long Trend
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 2 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	4	Changing Demographics Meeting the needs of Older People	Director of People – Children and	BII	L – high I – major

## Appendix 1

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
		and Working Age Adults	Adults Services		
SR52 NEW	11	A new severe pandemic, e.g. flu, Covid-xx, MERS or other, more serious than Covid-19	Director of Public Health	BI	L – high I – catastrophic

The following risks pertain to all priorities:

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR03B	14	Finances	Chief Finance Officer	AI	L – very high I – catastrophic
SR46	20	Medway's Economic Recovery from Covid19	Assistant Director Regeneration	BII	L – high I – major
SR32	28	Data and information	Chief Finance Officer, Director of People	CII	L – significant I – major
SR36	33	Alternative service delivery models	Assistant Director Regeneration, Chief Finance Officer	BIII	L – high I – moderate
SR37	39	Cyber Security	Chief Finance Officer	CI	L – significant I – catastrophic
SR02	47	Business continuity and emergency planning	Director of Place and Deputy Chief Executive, Chief	DII	L – low I – major

Reference	Risk Register Page (app 2)	Risk	Owner	Current residual risk score	L-likelihood I-impact
			Finance Officer		
SR49	51	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
Q1 2021/22	68	91	Green	Maximise	IMP	IMP
Q4 2020/21	567	391	Red	Maximise	DET	DET

#### Comments

Data runs a quarter arrears. In Q1 2021/22, so far there have been 348 quit attempts and 200 quits, providing a 57% success rate. These figures are provisional as the official Stop Smoking Services Quarterly Return has been delayed by National Health Service (NHS) Digital this quarter. The core team have been offering face-to-face service provision during Q1, however telephone support remains the most popular way to access the service. In addition, residents are offered a Text to Quit app. The pregnancy team have been offering remote options including digital online video conferencing and have been planning their return of face-to-face delivery of service, which will commence in Q2.

Pharmacies, and in particular General Practitioners (GPs), are still facing increased pressure and capacity issues as a result of the Covid19 pandemic. Therefore, the service hasn't yet resumed across all sites. Both workstreams continue to refer into the core team.

**PH23 Dementia friendly settings**

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q2 2021/22	2	3	<b>Green</b>	Maximise	NA	IMP
Q1 2021/22	NA	NA	<b>NA</b>	Maximise	NA	NA

**Comments**

The assessment of dementia friendly settings has been incorporated into the Non-Visible Disabilities (NVDi) project which launched at Rochester Cathedral on 3 September 2021. Several premises on Rochester High Street have made adaptations which satisfy "working towards dementia friendly" status as well as increasing inclusivity for those living with other NVDi. To date, three have been issued with stickers and this is expected to increase over the remainder of the year.

**Supporting Healthy Weight**

Medway Council received an adult weight management grant to enhance their tier 2 weight management offer for adults. This grant is being used to double the existing capacity for weight management services and provide new options for people who want to lose weight. In August, a new Man Vs Fat football league kicked off in Rainham, with a third planned for January. Two brand new digital support services launched on 1 October after concluding a commissioning process. The Healthy Way team are also reaching out to third sector groups and organisations to provide tailored weight loss support for communities who have higher obesity rates and do not routinely access specialist support. This includes people living with a physical or learning disability and ethnic minority residents.

As part of the National Health Service (NHS) Population Health Management work, obesity has been chosen as a priority group for both the Integrated Care Partnership (ICP) place-based programme and the Primary Care Network (PCN). Medway and Swale ICP is developing an initiative to support children living with obesity and a co-morbidity, and Medway Central PCN is developing a new initiative to support working age adults who have a high weight and hypertension. The intervention design process commenced in October.

## 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
Q2 2021/22	30%	29.7%	Green	Minimise	DET	DET
Q1 2021/22	30%	29.1%	Green	Minimise	DET	DET

#### Comments

There are some fluctuations in the number of clients in long term services but a 3.5% rise over the quarter of the number of clients in placements, therefore this measure remains below target but has risen. Currently there are 822 clients in Residential and Nursing homes and a total of 2,768 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, numbers 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
Q2 2021/22	30%	28.5%	Red	Maximise	DET	DET
Q1 2021/22	30%	29.1%	Amber	Maximise	DET	STATIC

#### Comments

There has been a drop in the proportion of clients receiving long-term services (denominator) as an ongoing direct payment (numerator). 28.5% represents 564 individuals, which, whilst is a rise in the actual number is not enough of an increase to keep pace with the rise in the denominator. Currently 99.7% of clients receive self-directed support.

Between the period 1 July to 30 September the team received 242 new referrals for a direct payment. 55% were referrals for a child direct payment/short break, 26% were for a carers Direct Payment (DP) and only 19% were for an adult DP.

During the months of July, August, and September the team prioritised children’s direct payment and short breaks to ensure that disabled children and their families had funding to purchase short breaks during the school holidays.

There is a recognised shortage of staff within the care sector which is having an impact on setting up direct payments.

**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%. Our statistical neighbours’ performance is higher at 30%.

**Actions**

The team will work with locality teams to ensure that they are aware of the benefits of receiving a DP and promote referrals to the Self Directed Support (SDS) team.

The team have streamlined the short breaks process to ensure quick turnaround of all short breaks referrals; the team can now focus resources on setting up Adult DP referrals.

SDS is to work with performance colleagues to ensure that DP data is accurate and recording is up-to-date.

We are recruiting a Variations Administrator to support the Brokerage team to process all variation requests.

The team are focusing on securing additional carer capacity by nurturing the peer-to-peer network. We are seeing a return on this investment of SDS time and resources via the securing of approximately two carers per week to the pool of Personal Assistants (PAs). The team have provided intensive support to the securing of alternative Package of Care (POC) during a market shortage and have worked with PAs to develop microenterprises that can provide flexible and bespoke support.

**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
Q2 2021/22	70%	70%	Green	Maximise	DET	STATIC
Q1 2021/22	70%	71%	Green	Maximise	DET	IMP

**Comments**

In June, 71% of adults with a learning disability lived in their own home or with their family. This has dropped marginally to 70% this quarter. In September 2020 this

measure was at 58%. As such, in the last year, there has been over a 20% improvement. There will always be a requirement for some clients to be accommodated outside of the home environment.

### 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
Q2 2021/22	3.5	6.5	<b>Red</b>	Minimise	NA	DET
Q1 2021/22	3.5	NA	<b>NA</b>	Minimise	NA	NA

### Comments

Please note the target is apportioned per quarter.

There have been 16 admissions so far this year. This means that the full year rate is 9.5 per 100,000 and is in excess of the half year target of 7. To hit the full year target there needs to be less than 24 admissions of under 65s.

### 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 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
Q2 2021/22	154.5	86.1	<b>Green</b>	Minimise	IMP	IMP
Q1 2021/22	154.5	150.2	<b>Green</b>	Minimise	IMP	DET

### Comments

Please note the target is apportioned per quarter.



39 admissions have been recorded in Q2, so far. This equates to 86.1 admissions per 100,000 population, which is under target. However, we can expect this to rise as packages are added retrospectively.

Currently, this year, there have been 107 65+ admissions which equates to 236.3 per 100k population. This is below target. The target rate allows for 280 admissions per year so currently the number of admissions is positive.

**Benchmarking**

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

**Actions**

The service is currently recruiting an administrator to support the Brokerage team to process all recording of placements in a timely way.

**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
Q2 2021/22	4.1	NA	<b>NA</b>	Minimise	NA	NA
Q1 2021/22	4.1	NA	<b>NA</b>	Minimise	NA	NA

**Comments**

Data collection has been suspended by Central Government.

**Social Isolation**

Medway Council, through its Better Connected Fund, is supporting ten community groups to deliver activities aimed at reducing social isolation and loneliness. The diversity of this delivery includes making planters for people living in confined spaces, a gardening project for stroke survivors, indoor bowls mats, and digital inclusion for Black and Asian Minority Ethnic (BAME) groups across Medway. As restrictions reduce, the Chatty Cafés and Places of Welcome are returning to face-to-face sessions. It is planned to use these spaces and opportunities to develop our ‘digital champions’ initiative and work to reduce digital exclusion and improve community confidence in using technology and being online. The Chatty Cafés are also providing an ideal opportunity for social prescribing referrals and engagement with clients by link workers and project officers. The issue of social isolation and loneliness has been promoted at a series of events including the Medway Mile, welcome events at the three Universities, and freshers’ events at MidKent College.

Social isolation and loneliness training modules continue to be delivered. These include internal staff, and staff and volunteers from partner agencies and projects. 35 people have attended the two recent events.

## **Appendix 1**

Our Social Prescribing team continues to take referrals and help people find the meaningful connections that are important to everyone. This work further helps to reduce social isolation across Medway. Link workers are supporting clients to re-engage and access activities, increase confidence, and grow social connectivity.