

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE - 18 JUNE 2024 Quarter 4 2023/24

Strategic risks relevant to this committee

Live or Managed risk	Risk Ref	Risk	Inherent Risk Score	Q4 22/23 Current Risk Score	Q1 23/24 Current Risk Score	Q2 23/24 Current Risk Score	Q3 23/24 Current Risk Score	Q4 23/24 Current Risk Score	Move ment	Definition (Current score) (L-likelihood) (I-impact)	Owner	Portfolio	Link to Council Plan
L	SR09A	Meeting the needs of Older People and Working Age Adults	AI	BII	BII	BII	BII	BII	→	L – likely I – major	Director of People and Deputy Chief Executive	Deputy Leader	People

Full details of strategic risks relevant to this committee can be found in Appendix 2.

Performance by outcome

Key

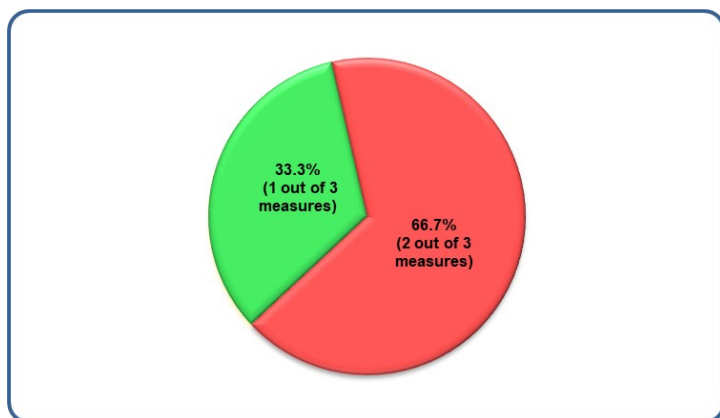
Red	Significantly below target (>5%)	Amber	Slightly below target (<5%)	Green	Met or exceeded target
DET	Deteriorating	STATIC	Static	IMP	Improving
Short term	since last quarter	Long term	average last 4 quarters	Goldilocks	Optimum performance is in a target range

Council Priority: PEOPLE

Supporting residents to realise their potential

Outcome: Healthy and active communities

Programme: Improving everyone's health and reducing inequalities
Performance Summary



The total number of measures relevant to this committee is 3.
1 measure met its target [PH13]
2 measures were significantly below target [PH23; PH34]

The green measure is deteriorating long term [PH13]
1 of the 2 red measures is deteriorating long term [PH23]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
PH13	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over (cumulative) (Q3 23/24)	Maximise	207	177	Green	IMP	DET

Comments:

- This performance measure is measured a quarter in arrears.
- To the end of Q3 23/24, the service set 803 quit dates, achieving a 58% quit rate. From all the quits achieved, 75% came from the core team.
- The vape service has been offered throughout Q3, with higher success rates than average, at 65%. In the majority of cases, vapes are being offered as a secondary nicotine product, with a licensed nicotine replacement therapy product as a primary treatment, usually a patch. Vapes are only encouraged for use in the short- to medium- term as a quit smoking aid. During Q3, the team was successful in their bid for the national Swap to Stop service, which means all vape starter kits provided have been provided by the Office for Health Improvement and Disparities (OHID), free of charge.
- The outreach project continues to target areas of higher-than-average smoking prevalence, and routine and manual workplaces. During Q3, the team attended The Rivermead Trust, Job Centre and Sleepzee.
- The service is furthermore working with local acute and maternity settings as well as the local NHS to implement the NHS Long Term Plan (LTP). The NHS LTP is fundamental in making England a smoke-free society by supporting people in contact with NHS services to quit based on a proven model implemented in Canada and Manchester. By the end of 2023/24, we expect all people admitted to hospital who smoke to be offered NHS funded tobacco treatment services.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
PH23	Number of new settings which are dementia friendly (cumulative).	Maximise	0	6	Red	STATIC	DET

Comments:

- No new settings have been assessed in Q4 23/24.
- At the end of 2023, the national Alzheimer's Society charity withdrew support and resource for local Dementia Action Alliances. This has impacted our local website which provides the framework for member sign up, administration of the Dementia Friendly award and the coordination of dementia friendly training is likely to be impacted.
- However, a representative of the Kent Dementia Action Alliance (DAA) attended the Medway DAA this quarter to discuss closer working. This included discussions on how the two alliances can work to join up initiatives which promote dementia friendly action, including award schemes.
- A group separate to the alliance comprising the DAA Chair, the Medway Public Health team and Dementia Friendly Community Rochester Chair will be forming a working group to review how processes can be aligned.

- In addition, the Workforce Development team is leading the production of an alternative training provision for the creation of dementia champions. This in future will be available through the DAA partnership and the A better Medway Champion programme.
- Moving forward into 2024/25, the priority of the DAA will be to establish new resources and processes. These will enable organisations and settings to sign up and manage their commitment to support individuals living with or affected by dementia. Key actions will include the development of a new website and updated terms of reference and governance for the group, which will assist with the management of sign ups and promotion of the network. In the first half of the year, these activities will take priority, allowing existing partners and members to refresh and update their existing commitments after this year's DAA week. Subsequently, in the latter part of 2024, we anticipate an increased emphasis on promotion and the establishment of new dementia-friendly settings.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
PH34	Proportion of people who self-report high levels of life satisfaction (22/23 annual)	Maximise	75.20%	80.00%	Red	NA	NA

Comments:

- This indicator is one of four measures used by the Office for National Statistics (ONS) to track Self-Reported Personal Wellbeing. Average ratings of personal well-being in the UK have declined further across all measures in the year ending (YE) March 2023. The proportion of people reporting poor wellbeing across the four measures remains higher than pre-pandemic levels (YE March 2019). Self-reported health, marital status and economic activity have the strongest associations with how positively we rate our life satisfaction.
- The figure for England of people who self-report high life satisfaction for 21/22 was 79.97% which was used to set the target for this new council measure.
- Because of small sample sizes and large confidence interval estimates, local authorities should not be ranked against each other. Estimates are intended for local authorities to compare over time and with other local authorities of a similar population and size structure.
- All Medway Public Health interventions and actions are intended to support people to have better health outcomes and address health inequalities, although these can often take years to demonstrate improvements on a population level and are influenced by macroeconomic level policies.

- Our 5 Ways to Wellbeing campaign, launched in 2023, aims to raise awareness of the factors which can help to improve individual wellbeing even in times of stress and poor health. Commissioned projects such as Men in Sheds and Social Prescribing/Voluntary and Community Sector projects aim to improve levels of self-reported wellbeing for specific high risk population groups. In 2023, Medway Council signed the Prevention Concordat for Better Mental Health (at integrated care system (ICS) level) and pledged commitment to continue to improve mental wellbeing, prevent poor mental health and tackle the root causes of poor life satisfaction.

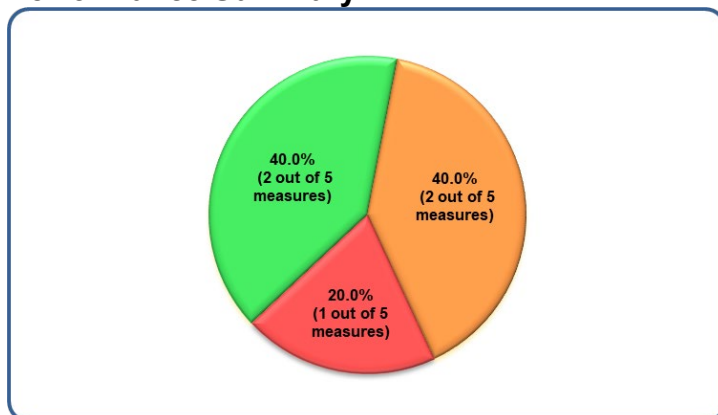
Project for this outcome:**Supporting Healthy Weight:**

- The Medway Healthy Weight Network held its annual summit event in February. Councillor (Cllr) Teresa Murray chaired the session, which was attended by 90 people from over 40 different organisations or council departments. The meeting focused on progress against the network's annual priorities, an update on critical healthy weight subjects, a summary of the year's activity from the three network subgroups (Medway Food Partnership, Physical Activity Alliance, and Infant Feeding Strategy group) and a discussion of priorities for the forthcoming year. An expert speaker from Leeds Beckett University, Professor Paul Gately, gave an insightful overview of the Medway whole system working to tackle obesity, stating national and international practice that we can learn from and giving the Medway group advice for next steps. Professor Gately praised the Medway whole system approach, complimenting the partnership we have established, the level of engagement from stakeholders, the tools that we have developed (such as the whole system obesity asset dashboard) and suggested we need to share our own experience with other local authorities who can learn from us.
- This year's network priorities include working with planning policy colleagues to ensure that through the local plan, new developments prioritise a healthy environment. This includes active travel, exercise, healthy eating, and food growing opportunities. A proposal was created and scheduled to be reviewed by Overview and Scrutiny and Cabinet to strengthen the council's existing advertising and sponsorship policy. Following the lead from other councils, this would include prioritising advertisements and sponsorship for healthy food, and restricting those from high fat, high sugar, and high salt products.
- Due to the success of Medway Can, our year-long healthy weight campaign that concluded in 2023, we ran a physical activity competition in schools to see which school could travel the most miles in a four-week period. The most active schools were notified and rewarded with a voucher to purchase additional sports equipment for their pupils. Schools also continue to sign up for the Food for Life programme, with 20 schools registering this academic year (adding to the 20 schools from 2022/23). These will now be supported by the Food for Life team in working towards their Whole School Food Programme Award.

Outcome: Older and disabled people living independently in their homes

Programme: Improve support for vulnerable adults by working with partners and communities

Performance Summary



The total number of measures relevant to this committee is 5.
 2 measures met their target [ASCOF 2A(1); ASCOF 2A(2)]
 2 measures were slightly below target [ASCGBT001; ASCOF 1G (n)]
 1 measure was significantly below target [ASCOF 1C(2i)]

1 of the 2 amber measures is deteriorating long term [ASCGBT001]
 The red measure is deteriorating long term [ASCOF 1C(2i)]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCGBT001	% of Long term packages that are placements	Minimise	30.7%	30%	Amber	DET	DET

Comments:

- The proportion of clients receiving a long-term service that is a placement has increased, marginally, since last quarter. There are 892 clients in residential or nursing placements. This is 0.9% more than in December and 4% more than at the same point last year. There are 2,908 long term clients which is just under 2% fewer than at the end of Q3 and just under 1.6% more than at the end of March 2023.
- The closeness in the percentage of clients in placements shows consistent control of the numbers being admitted.

Benchmarking:

- National data for 2022/23, is 28.7%; this is an improvement on 2021/22.

Actions:

- Residential care should be the last option for someone that requires care and support from Adult Social Care (ASC). All other forms of care and use of assistive technology can support people to remain at home. This has been evidenced recently in

Medway's ASC division and has enabled people to remain at home, where families thought that 24-hour care was the only option.

- We are working closely with Kyndi to gain additional funding to increase the use of assistive technology and with Commissioners to increase the use of Home Care to provide more care calls in order to prevent, reduce and delay the need for residential care.
- Using the Local Authority Urgent Emergency Care Grant we have introduced short term assessment beds. This allows a person to be cared for in a care home for up to six weeks, while undergoing an assessment to identify what their long-term care needs are, rather than be discharged directly from hospital to a care home. Funding to make these beds permanent has been made available.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 1C(2i)	Percentage of clients receiving a direct payment for their social care service	Maximise	23.4%	33%	Red	DET	DET

Comments:

- Please note, the Q3 figure has been revised following updated recording.
- There has been a further drop in the percentage of clients receiving a Direct Payment (DP) for their social care service. At the end of March there were 479 clients out of 2,047 receiving a DP.
- At the end of December there were 503 clients out of 2,066 are receiving an ongoing DP. Compared to last quarter the number of clients with a DP has dropped by 5% and the denominator has reduced by 1%. In March 2023 26% of clients (521) were receiving a DP.

Benchmarking:

- Nationally 26.2% of clients with an ongoing long-term service receive a DP. Our statistical neighbours' performance is 28.1%. Both comparators have seen a decline in performance compared to their 2021/22 results.

Actions:

- The average number of DPs required to be set up each month to achieve the 33% target is 94 (this figure is variable depending on the total number of individuals assessed as requiring a community care package). The average number of cared for DP referrals received each month is 7. Targets are being arranged for Locality Teams. The Learning and Development team are arranging Care Act assessment training for the Self Directed Support (SDS) team to enable them to complete Care Act compliant reviews, which will not only support Adult Social Care (ASC) to increase the number of reviews undertaken, but enable the SDS team to discuss the options of a DP with people that draw on care and support.

- Locality Team Operations Managers are identifying DP Champions to promote DPs. The SDS team attends team meetings to discuss potential DP referrals when invited by the teams.
- The SDS team is developing client and practitioner leaflets to explain the benefits of a DP and the process of referring to and setting up a DP.

Micro Enterprise Development

- To support any referrals for complex and high-risk customers we have engaged support from the Department for Business, Energy and Industrial Strategy to support one of our Personal Assistant (PA) micro enterprises and managed account/payroll providers to registering as an employment agency.
- This model will conform to all industry regulations unlike some of the micro enterprise models currently being used in other local authority areas.
- For our less complex customers the development of locally based micro enterprises on the model described is key to providing quality cost effective services in the community and needs resource to implement. An additional local PA recruitment agency is likely to increase local availability of employed and self-employed PAs.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
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	Maximise	64%	65%	Amber	IMP	IMP

Comments:

- There has been a two percentage point rise in the proportion of learning disability (LD) clients who live in their own home or with family.
- Of the current 640 LD clients, 408 (64%) are in their own home or living with family and have had a review in the last 12 months. 95 (15%) are living in their own homes or with family but haven't had a review in the last 12 months. This represents an improvement in both cohorts. There are 79% in the desired type of accommodation. There are 137 clients not living with their families or in their own homes, and just over 80% of these are in residential or nursing homes. Accommodation in a care setting is, in many cases, the most appropriate place to provide the care and support needed and should not be viewed negatively.

Benchmarking:

- The current national outturn is 80.5% and our statistical neighbours' is 82.5% (22/23 data). Medway's performance is adverse to both these comparators.

Actions:

- Work continues to ensure the person's file is updated as this should improve the performance.
- In addition, staff are reminded to record the information when carrying out assessments and reviews.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 2A(1)	Permanent admissions to care homes per 100,000 pop – 18-64	Minimise	Redacted	4	Green	IMP	IMP

Comments:

- Please note, the Q3 outturn has been revised following updated recording. It represents six 18-64 admissions.
- Please note, the target for this performance measure is apportioned across each quarter (4 per quarter).
- There has been between 1 and 5 admissions for this age group in the quarter. As such the figures are redacted in accordance with standard practice. However, this level of admissions is an improvement on Q3 and is below target. We may see the Q4 figure rise as placements are recorded in the coming weeks.
- The current data shows that the outturn is green for the quarter as is the cumulative performance.

Benchmarking:

- Nationally the benchmark (2022/23 data) is 14.6 per 100k for the full year – just under 3.7 per 100k for each quarter – and for our statistical neighbours the figure is 13.9 per 100k (3.5 per 100k for each quarter). Medway is adverse to both the 2022/23 National and peer group performance; 2022/23 performance for Medway is 15.25 per 100k, or over 3.8 per 100k per quarter.

Actions:

- Residential care should be the last option for someone that requires care and support from Adult Social Care. All other types of care and use of assistive technology can support people to remain at home.
- Supported living is offered to support people aged between 18 to 64, rather than residential care.
- We have had some successful outcomes for younger adults using a team of Personal Care Assistants via a direct payment and this is suggested as an option when discussing the right type of care and support needed for people.

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
ASCOF 2A(2)	Permanent admissions to care homes, per 100,000 pop – 65+	Minimise	99.3	162.5	Green	IMP	IMP

Comments:

- Please note, the Q3 outturn has been revised following updated recording and represents 75 65+ admissions.
- Please note, the target for this measure is apportioned across each quarter (162.5 per quarter).
- There have been 46 admissions this quarter. Whilst this figure and the rate per 100k population is below target, retrospective inputting may raise this figure.
- Cumulatively the rate of admission for this age group is 619.5 per 100k following adjustments to Q1 and Q2 for retrospective inputting. This is slightly under the 650 per 100k full year target. The quarterly and cumulative performance is green.

Benchmarking:

- Nationally the benchmark (2022/23 data) is 560.8 per 100k for the full year – just over 140 per 100k for each quarter and for our statistical neighbours the figure is 540.7 per 100k (just over 135 per 100k per quarter). Medway is adverse to both the 2022/23 National and peer group performance (2022/23 performance for Medway is 682 per 100k or 170.5 per 100k per quarter).

Actions:

- Residential care should be the last option for someone that requires care and support from Adult Social Care (ASC). All other forms of care and use of assistive technology can support people to remain at home. This has been evidenced recently in Medway's ASC division and has enabled people to remain at home, where families thought that 24-hour care was the only option.
- Kyndi have gained additional funding via the Better Care Fund to purchase additional technology in order to increase the use of assistive technology.
- We have also established that in some cases an increase the use of Home Care to provide more frequent care calls, in order to prevent, reduce and delay the need for residential care, can be provided.

Project for this outcome:**Loneliness and Social Isolation (L&SI):**

- The Medway Together Pledge was featured in Cllr Maple's 'one-minute Medway' and discussed at Cabinet with nine Cabinet members making a pledge. A total of 53 pledges have been made so far.

- Four L&SI training modules were delivered with 31 delegates attending. We presented a L&SI session to the Medway Care Forum and delivered a workshop at the Introduction to Public Health Day, with 26 attending. A promotional stand was then held at the marketplace.
- The Talking Tables project fully launched in January. Across Medway, 43 tables are active with at least one table available each day of the week. The [Talking Tables schedule](#) is live on the loneliness hub.
 - ❖ 478 people attended in February.
 - ❖ 521 people attended in March.
- A 'Craft and Chat' session was delivered in March with eight members of staff attending. This is organised and facilitated by Public Health with the aim to bring together staff from across the council and reduce social isolation at work.
- The annual Medway and Swale Social Prescribing five-year plan evaluation is underway, and data is being collated from all social prescribing providers for the period October 2022 to September 2023. We are still expecting some data returns but as of Q4:
 - ❖ 4,793 people accessed a social prescribing service.
 - ❖ 81.26% saw an increase in their health and wellbeing.
 - ❖ 6,198 prescriptions were made into the voluntary sector.
- The Medway and Swale directory of services, [Joy Marketplace](#), now has 530 groups and activities uploaded for Social Prescribers to directly refer into. The platform is also public facing, meaning other allied health professionals and residents can find available local activities.