

# Adult Social Care

August 2017 update

# Adult Social Care Services

## **Introduction – a context**

This plan sets out our ambitions for adult social care services. In Northumberland these services are currently provided between the council and, through a partnership agreement, Northumbria Healthcare NHS Foundation Trust; we also commission some health services on behalf of the Northumberland Clinical Commissioning Group.

These arrangements are currently undergoing a period of significant change, as responsibility for coordinating NHS services transfers to an Accountable Care Organisation, a multi-agency partnership hosted by Northumbria Healthcare NHS FT. The Accountable Care Organisation is expected to come into existence in July 2017. As part of the changes, the Council will host a joint strategic commissioning unit, providing advice to Northumberland Clinical Commissioning Group about NHS issues and to the Council about social care and public health.

## **Purpose:**

To ensure that everyone has the opportunity to lead healthy, independent lives with dignity and confidence for as long as possible.

## **Primary functions:**

### **Social Care services**

- A single public point of contact for all social care services
- Information and advice about relevant support and services
- Needs assessment
- Arranging care and support for vulnerable adults and older people
- Re-ablement – maximising independence after illness or accident
- Safe return from hospital to home
- Equipment loan and wheelchair services
- Occupational therapy
- Telecare services
- Learning disability day-care, independent living and specialist residential care.

### **Commissioning and Safeguarding**

- Understanding and shaping the market in social care services
- Managing a market to enable choice, quality and sustainability
- Assessing the standards of commissioned services and supporting their improvement
- Adults' statutory safeguarding service.

Business Support: A range of technical and support services are provided to underpin the different functions listed above. These include finance, estates, IT, governance, performance, involvement, communications, learning development and welfare rights advice.

# Service Parameters

## Key Service Facts and Figures 2016/17

- Over 20,000 people received information, advice, support and services
- Our care management service met with on average 1,700 people each week
- Over 2,300 people were supported in care homes
- Over 4,700 people received care in their own homes
- The Social Care Single Point of Access handled on average over 950 calls a day
- Over 4,500 clients benefit from our Telecare Service - 96% of calls are answered within one minute
- Over 3,000 people received information and advice from a Support Planner
- Over 7,500 people were helped by the Short Term Support Service.
- 97% of equipment was delivered within 7 days of assessment
- 92% of older people were still living independently three months after being discharged from hospital into reablement services
- 99% of people eligible for a personal budget were offered one
- 80% of people who use services find it easy to find information about services
- 99% of people received a review of their care package within 1 year
- Over 1,000 people were accessing day services
- Over 600 people had a short break
- 41 people are part of the shared lives initiative
- There were 437 referrals to Safeguarding that led to an investigation
- 60% of the safeguarding referrals were about possible abuse of women and 40% concerned men. 57% were aged 65 and over.

## Summary of Service Resources at 1 April 2017

	Number of FTE posts	Staffing Expenditure	Non Staffing Expenditure	Income
Adult Social Care operational services	386.70	13,377,450	1,510,180	-1,227,490
Commissioning and Safeguarding	47.67	2,849,800	124,147,290	-73,010,920
In-house Social Care Services	396.76	12,248,700	2,765,620	-6,112,210
Social care and business support	95.00	3,506,490	659,500	-255,340
TOTAL	926.13	31,982,440	129,082,590	-80,605,960

# External Validation

## Inspections

Northumberland County Council has nine locations registered with the statutory regulator of adult social care services, the Care Quality Commission.

Of these, three locations are registered under the regulated activity '*Accommodation for persons who require nursing or personal care*':

- Tynedale House (residential service)
- 10 Chibburn Court (residential service).

Six locations are registered under the regulated activity '*Personal Care*'

- Shared Lives (Adult Placement Scheme)
- Sea Lodge (supportive living service)
- Short Term Support Service, Alnwick (rehabilitation after illness or accident)
- Short Term Support Service, Berwick
- Short Term Support Service, South East
- Short Term Support Service, West.
- Wansbeck Supportive Living Service.

All services have been inspected by the CQC and have been graded as 'Good'.

## Customer insight

A range of methods including national and local surveys, mystery shopping, interviews and feedback sessions are used to gain better understanding of people's experiences and views of the services and support available to them. By determining levels of satisfaction and having deeper insight into people's views, experiences and use of services, we are able to monitor and improve areas of care. In addition, those attending our regular information and involvement forums for older people, people with learning disabilities, long term conditions, or living with dementia share key information and inform strategic plans and service development. Representatives from these groups are linked to strategic partnerships such as the Learning Disability Partnership Board, the Ageing Well Partnership Board and the Carers Strategic Partnership

## **The 2016 Northumberland Adult Social Care survey**

- We sent out 1,398 surveys in 2017 and received 577 responses, giving a 41.3% response rate compared to 40.4% in the previous year.
- 93.0% of service users said they were quite, very or extremely satisfied with the services they had received. 70.3% of these were very or extremely satisfied, our best result on record (up from 68.3% in 2016).
- 81.8% of survey respondents said that they had control over their daily life, our best result on record (up from 81.4% in 2016), with 90.5% saying that care and support services helped them in having control over their daily life.
- The proportion of users who say that services have made them feel safe and secure remains high, at 93.1%.

## **In-house Services customer feedback**

- Routine sampling of people supported by In-House Services in Northumberland Quarter 4 (January to March 2017) shows 100% of services users are satisfied with their services and support arrangements.

## **Complaints and compliments**

- 12 complaints were resolved in 2016/17; key areas of concern were disagreement with a decision; information/communication; and speed or delays in service. The total number of complaints received has reduced significantly in comparison with the previous year.
- 100% were acknowledged within three working days; 33% were upheld; 25% were partly upheld; and the remaining 42% were not upheld, not determined or withdrawn.
- 628 compliments were received, including those self-reported by contracted providers; key services were the Short Term Support Service, in-house day services and Care Management.

## Benchmarking

		Final Data - Published October 2016			
	2014-15	2015-16			
Adult Social Care Outcomes Framework (ASCOF) Measure	N'd	N'd	N'd Direction of Travel	North East	England
1A - Social care-related quality of life	19.5	19.8	↑	19.5	19.1
1B - Proportion of people who use services who have control over their daily life	81.3	81.4	↑	80.5	76.6
1C(1A) - Proportion of adults receiving self-directed support	95.7	99.0	↑	95.4	86.9
1C(1B) - Proportion of carers receiving self-directed support	89.5	99.1	↑	84.9	77.7
1C(2A) - Proportion of adults receiving direct payments	18.7	20.7	↑	25.0	28.1
1C(2B) - Proportion of carers receiving direct payments for support direct to carer	36.9	47.8	↑	47.9	67.4
1E - Proportion of adults with learning disabilities in paid employment	2.7	6.6	↑	5.6	5.8
1F - Proportion of adults in contact with secondary mental health services in paid employment	5.8	6.9	↑	4.9	6.7
1G - Proportion of adults with learning disabilities who live in their own home or with their family	78.2	81.8	↑	80.4	75.4
1H - Proportion of adults in secondary mental health who live independently, with or without support	42.0	41.4	↓	51.4	58.6
1I(1) - Proportion of people who use services who reported that they had as much social contact as they would like	45.4	51.5	↑	49.9	45.4
2A(1)_1415 - Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	21.6	9.3	↓	15.9	13.3
2A(2)_1415 - Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	593.2	633.9	↑	843.0	628.2
2B(1) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (effectiveness of the service)	90.5	94.4	↑	85.5	82.7
2B(2) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)	3.2	3.7	↑	3.3	2.9
2C(1) - Delayed transfers of care from hospital per 100,000 population	3.4	2.6	↓	5.6	12.1
2C(2) - Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	1.4	0.7	↓	1.1	4.7
2D - Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level	84.7	89.5	↑	79.0	75.8
3A - Overall satisfaction of people who use services with their care and support	69.1	68.3	↓	67.2	64.4
3D(1) - Proportion of people who use services who find it easy to find information about services	77.9	80.6	↑	79.0	73.5
4A - Proportion of people who use services who feel safe	71.6	75.9	↑	72.9	69.2
4B - Proportion of people who use services who say that those services have made them feel safe and secure	92.2	94.6	↑	88.9	85.4
<b>Key</b>					
Better than or between the NE/England averages					
Worse than the NE/England averages					

# Priorities for 2017 – 18

Priority Area	Delivery date
<b>1. Integrating health and social care services</b>  Ensure that integration of health and social care is central to the new organisational arrangements planned for the local NHS.	March 2018
<b>2. Reshaping partnership arrangements</b>  Work with NHS partners and other Council services to develop a strategy for the transformation of health and care services, based on a shift from crisis to preventative services.	March 2018
<b>3. Working with the market in care services</b>  Work with a newly established ACO to make best use of health and social care spending, ensure that the care services market in Northumberland remains sustainable and offers diverse, quality services to meet the population's health and social care needs.	March 2018
<b>4. Good practice beyond the Care Act</b>  Move beyond Care Act compliance to fuller achievement of the wider aspirations of the Act and develop an outcome-based framework for service delivery.	March 2018
<b>5. Personalised support for good mental health</b>  Ensure the delivery of diverse, personalised and good quality care for people with mental health issues; implement our plans for transforming the	March 2018



<p><b>6. Making safeguarding everyone's business</b></p> <p>Ensuring the safeguarding of vulnerable adults in our communities becomes everybody's business.</p>	<p>March 2018</p>
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# Performance Framework

## Adult Social Care Operational Services

Code	Indicator Description	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target
ASCOF 1C Part 1a	Proportion of people using social care who receive self directed support	99%	95.0%	99.7%	97.5%
ASCOF 2A Part 1	Permanent admissions to residential and nursing care homes, per 100,000 population (18-64 younger people, including FULL PAYERS)	9.3	16.2	13.1	16.2
ASCOF 2A Part 2	Permanent admissions to residential and nursing care homes, per 100,000 population (65+ - older people, including FULL PAYERS)	633.9	843.0	796.2	843.0
ASCOF 2C Part 1	Delayed transfers of care from hospital (total delayed transfers) per 100,000 population	2.6	4.0	3.3	4.0
ASCOF 2C Part 2 LOC(12) AD 03	Delayed transfers of care from hospital (attributable to social care) per 100,000 population	0.7	2.0	1.1	2.0
ASCOF 4B LOC(12) AD 05	Proportion of people who use services who say that those services have made them feel safe and secure	94.6%	80.0%	93.1%	85.0%
Local	% of Carers receiving needs assessment or review and a specific carers service or advice and information	43.4%	43%	43.3%	43%
Local LOC(12)AD 04	% of Care Plans reviewed within 1 year	92.7%	90%	98.6%	92%
ASCOF 1E	Proportion of adults with a learning disability in paid employment	6.6%	5.0%	6.2%	5.0%
LOCAL DEFINITION	Proportion of adults in contact with secondary mental health services in paid employment (NTW definition)	9.5%	9.0%	10.8%	9.0%

## Commissioning and Safeguarding

Code	Indicator Description	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target
ASCOF 1G	Proportion of adults with a learning disability who live in their own home or with their family	81.8%	75.0%	82.4%	77.0%
ASCOF 3A LOC(12)AD 06	Overall satisfaction of people who use services with their care and support	68.3%	65.0%	70.3%	65.0%
LOCAL DEFINITION	Proportion of adults in contact with secondary mental health services who live independently, with or without support (NTW definition)	75.2%	55.5%	76.1%	65.0%

## In-house Social Care Services

Code	Indicator Description	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target
Local LOC(10)AD 06	In-House Client Service Reviews - % of clients reviewed (CQC standard)	96.8%	92.0%	98.5%	95.0%
Local LOC(09)AD 03	Mandatory training % of staff up to date	93.3%	92.0%	96.0%	92.0%
Local LOC(12)AD 12	% of service users satisfied with their service	99.5%	95.0%	100.0%	95.0%
LOC(12) AD 13	CQC Registration Compliance	100.0%	100.0%	100.0%	100.0%