



# Adult Social Care Service Statement 2019 - 2021

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# Adult Social Care Service

## Service purpose and functions

### Purpose:

To promote the welfare and meet the care and support needs of adults with a physical or mental disability or illness.

### Primary functions:

#### Core statutory functions

- Working with others to prevent, delay or reduce people's needs for care and support
- Providing information and advice about care and support
- Assessing people's care and support needs, and where necessary arranging care and support services to meet them ("care management")
- Assessing the support needs of carers, and where necessary arranging support services to meet them
- Promoting the development of an efficient and effective market in services for meeting care and support needs, offering quality and choice
- Specifically, commissioning care and support services such as home care, day services and care home placements to meet needs which we have assessed as eligible for social care support
- Supporting people to make their own arrangements to meet their care and support needs using a direct payment, as an alternative to using commissioned services
- Arranging equipment and adaptations to support people to live independently, including administering disabled facilities grant (DFG) and providing occupational therapy advice
- Making safeguarding enquiries when adults with care and support needs appear to be at risk of abuse or neglect
- Establishing and supporting the Safeguarding Adults Board for Northumberland (which is shared with North Tyneside)
- Performing duties under the Mental Health Act, including a statutory role in arranging detention in hospital for assessment or treatment
- Performing duties under the Mental Capacity Act, including responsibility for safeguarding the rights of people in 24-hour care who lack mental capacity to consent to the arrangement and are not free to leave

#### Other statutory functions

- Assessing people's ability to pay for care and support services
- Making arrangements to meet the care and support needs of prisoners in HMP Northumberland, when necessary

### **Partnership functions**

- Arranging care and support for people who are eligible for NHS Continuing Health Care (CHC), under a partnership agreement with Northumberland Clinical Commissioning Group (CCG)
- Arranging aftercare for people who have been detained for hospital treatment for a mental disorder (a joint statutory responsibility with the CCG)
- Supporting hospital discharge and admission avoidance, and operating an integrated health and social care “reablement” service to support people to recover their independence (organised as part of the partnership with Northumbria Healthcare)

### **Non-statutory functions**

- Operating directly a range of care and support services, including learning disability day services, two residential care homes and two supported living schemes for people with a learning disability, and a dementia day care centre
- Acting as a deputy or appointee for people who are unable to manage their finances
- Operating the Council’s telecare service
- Providing welfare rights advice and training (primarily to care professionals rather than directly to the public)

### **Support functions**

- Financial processing (paying fees to care providers and collecting charges)
- Training for care professionals and staff providing direct care
- Support for information systems used to arrange and record care services
- Management information and performance monitoring
- Communications and service user engagement
- Estates functions

# Service Parameters

## Key service facts and figures

Provisional data for 2018/19 shows:

- Over 20,000 people received information, advice, support and services
- 80% of people who use services find it easy to find information about services
- Onecall handled on average over 1500 calls a day
- Over 4,500 clients benefit from our Telecare Service – 96.6% of calls are answered within one minute
- Over 3,000 people received information and advice from a Support Planner
- Over 7,800 people were helped by the Short Term Support Service with care or re-ablement
- 95.4% of equipment was delivered within 7 days of assessment
- 90% of older people were still living independently three months after being discharged from hospital into reablement services
- Our care management service on average visited over 1,000 people each week
- Over 4,800 people received care in their own homes
- Up to 1,200 people received a direct payment
- Up to 1,000 people were accessing day services
- 44 people are part of the shared lives initiative
- Over 700 people had a short break
- Over 2,400 people were supported in care homes
- 99% of people eligible for a personal budget were offered one
- 99% of people received a review of their care package within 1 year
- 256 referrals to safeguarding led to an investigation
- 59% of safeguarding referrals were about the possible abuse of women and 41% concerned men; 41% were aged 65 and over.

## Summary of service resources at 1 April 2019

Function	Number of FTE posts	Staffing expenditure	Non-staffing expenditure	Income
Care Management	411.35	£13,287,580	£1,219,940	-£2,212,730
Commissioned Services	-	£0	£149,370,400	-£82,701,750
In House Services	404.77	£12,471,780	£2,850,010	-£6,437,640
Support & Other Services	153.31	£5,822,030	£867,170	-£1,602,870
<b>Totals for Service</b>	<b>969.43</b>	<b>£31,581,390</b>	<b>£154,307,520</b>	<b>-£92,954,990</b>
Capital investment			£4,320,519	£2,320,519

## **Contribution to the Corporate Plan**

Adult social care services' principal contribution to the Corporate Plan is to help people in Northumberland feel safe, valued and part of the community – the “living” commitment.

Relevant outcomes which will evidence this improvement in the period of the plan are:

- a population which stays active, socially connected and mentally and physically healthy as it ages;
- a longer, healthier and more independent life at home in the community rather than in institutional forms of care;
- a stronger feeling of safety at home, in the surrounding neighbourhood and, where needed, when receiving care and support services.

This contribution will be delivered in a way that is consistent with the Corporate Plan's key themes of customer focus, innovation and involvement. It will also be characterised by the Plan's operating principles of financial prudence, resourcefulness, listening to views and empowering.

# External Validation

## Inspections

Northumberland County Council has nine locations registered with the statutory regulator of adult social care services, the Care Quality Commission (the “CQC”). Of these, three locations are registered under the regulated activity ‘*Accommodation for persons who require nursing or personal care*’:

- Wansbeck Supportive Living Service
- 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.

All services have been inspected by the CQC and four Short Term Support Service locations have been rated as ‘Outstanding’ overall; the other locations have been rated as ‘Good’ with two rated as Good overall with Caring noted as Outstanding

## Customer Perception

### ***The 2017-18 Northumberland Adult Social Care Survey***

This annual national survey is carried out by all local authorities in England using the government’s *Adult Social Care Outcomes Framework (ASCOF)*. We sent out 1385 surveys in February 2018 to a random sample of adult social care users and received 455 responses, giving a 32.9 % response rate compared to 41.3% in the previous year. Published results for 2017-18 show:

- Northumberland scores above the England average in **eight out of eight** measures and above the North East regional average in **six out of eight** ASCOF outcome measures.
- **83.6%** of survey respondents said that they had control over their daily life, our best result on record (up from 81.8% in 2017) and the 2<sup>nd</sup> highest in the North East region.
- **69.6%** of service users say that they are very or extremely satisfied with their care and support; with **93.6%** saying they were quite, very or extremely satisfied.
- This is an annual survey therefore 1510 surveys were sent out in February 2019 for the 2018-19 survey and we have received 640 responses to date. We will be analysing the results in May 2019.

### ***The 2018-19 Northumberland Carers Survey***

This biennial national survey was mailed to 1273 carers in Northumberland in October 2018, randomly chosen from carers known to social services teams across the county. A total of 434 carers responded to the survey (an overall response rate of 34%). Results from this survey will be published in June 2019.

### ***Sh***

#### ***Short Term Support Service survey***

This annual service user survey was carried out in June 2018 with 214 responses received. Results continue to demonstrate consistently good overall satisfaction rates amongst people using STSS and specifically that:

- 89% were 'extremely satisfied' or 'very satisfied' with the service provided
- 95% were 'likely' or 'extremely likely' to recommend the service to friends and family if they needed similar care or therapy
- 97% agreed or strongly agreed they felt involved in decisions about their care
- 98% were confident that staff had the right skills
- 99% agreed or strongly agreed they were able to talk through worries or fears

#### ***Feedback on other in-house services***

Regular sampling of the views of people supported by other in-house services has found that all service users sampled are satisfied with their services and support arrangements.

#### ***Complaints and Compliments***

- 34 complaints related to adult social care in 2018/19; key areas of concern related to disagreements with decisions; the standard of service provision; finance and funding; and communication.
- 100% were acknowledged within three working days; 15% were upheld; 47% were partly upheld; and the remaining 38% were not upheld, not determined or withdrawn.
- 495 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

### Annual User Survey and Biennial Carers Survey – Results Published October 2018

The national surveys measure Northumberland's performance in respect of the indicators used by the government's Adult Social Care Outcomes Framework (ASCOF) and allow comparison with England and the North East.

ASCOF Measure	Source	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2017/18 actual better than or between the NE/England av	Latest published data			Trend Line
											North East	England	Upper Quartile	
1A - Social care-related quality of life	Annual User Survey Results	18.4	19.3	19.1	19.6	19.5	19.8	19.7	19.6		19.4	19.1	19.5	
1B - Proportion of people who use services who have control over their daily life	Annual User Survey Results	72.7	76.4	78.4	80.6	81.3	81.4	81.8	83.6		80	77.7	80.6	
1D - Carer-reported quality of life	Biennial Carers Survey	-	-	8.5	-	8.5	-	8.5	-		8.3	7.7	8.0	
11(1) - Proportion of people who use services who reported that they had as much social contact as they would like	Annual User Survey Results	-	-	-	50	45.4	51.5	47.8	47.3		49.8	46	49.2	
11(2) - Proportion of carers who reported that they had as much social contact as they would like	Biennial Carers Survey	-	-	-	-	46.9	-	44.7	-		44.8	35.5	39.8	
1J - Adjusted Social-care related quality of life - Impact of Adult Social Care services introduced in 2016-17	Annual User Survey Results	-	-	-	-	-	-	0.411	0.408		0.41	0.405	0.424	
3A - Overall satisfaction of people who use services with their care and support	Annual User Survey Results	63.3	66.9	65.6	69.7	69.1	68.3	70.3	69.6		67.9	65	67.7	
3B - Overall satisfaction of carers with social services	Biennial Carers Survey	-	-	42.1	-	43.6	-	42.1	-		45.7	39	42.5	
3C - Proportion of carers who report that they have been included or consulted in discussion about the person they care for	Biennial Carers Survey	-	-	80.6	-	73.7	-	74.9	-		77.2	70.6	74.0	
3D(1) - Proportion of people who use services who find it easy to find information about services	Annual User Survey Results	-	-	-	85.2	77.9	80.6	79.9	80.2		79.9	73.6	76	
3D(2) - Proportion of carers who find it easy to find information about services	Biennial Carers Survey	-	-	-	-	68.6	-	72.1	-		70.2	64.2	67.9	
4A - Proportion of people who use services who feel safe	Annual User Survey Results	62.1	66.3	69.1	73.3	71.6	75.9	73.8	74.8		73.7	69.9	73.3	
4B - Proportion of people who use services who say that those services have made them feel safe and secure	Annual User Survey Results	-	87.6	89	88.8	92.2	94.6	93.1	92.4		90.9	86.3	90.2	



## Other ASCOF Measures – Data Published October 2018

ASCOF Measure	Source	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2017/18 actual better than or between the NE/England av.	North East	England	Upper Quartile	Trend Line
1C(1A) - Proportion of adults receiving self-directed support	SALT Return	-	-	-	-	95.7	99	99.7	99.7		97.2	89.7	99.5	
1C(1B) - Proportion of carers receiving self-directed support	SALT Return	-	-	-	-	89.5	99.1	99.7	99.7		88.4	83.4	100.0	
1C(2A) - Proportion of adults receiving direct payments	SALT Return	-	-	-	-	18.7	20.7	20.6	22.2		24.2	28.5	33.4	
1C(2B) - Proportion of carers receiving direct payments for support direct to carer	SALT Return	-	-	-	-	36.9	47.8	49.7	47.2		60	74	100.0	
1E - Proportion of adults with learning disabilities in paid employment	SALT Return	4.1	4.2	3.6	3.1	2.7	6.6	6.2	5.1		5.9	6	9.7	
1G - Proportion of adults with learning disabilities who live in their own home or with their family	SALT Return	74.2	76	79.8	80.2	78.2	81.8	82.4	83.5		82.6	77.2	85.5	
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	SALT Return	-	-	-	-	21.6	9.3	13.1	11.4		13.2	14	9.3	
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	SALT Return	-	-	-	-	593.2	633.9	777	788.1		794.5	585.6	457.8	
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)	SALT Return	90	92.8	90.8	92.2	90.5	94.4	91.5	91.7		83.9	82.9	88.7	
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)	HES published data	2.1	4.1	4.7	4.4	3.2	3.7	3.6	3.2		3.5	2.9	3.8	
2C(1) - Delayed transfers of care from hospital per 100,000 population DEFINITION CHANGE IN 2017-18	SiRep publication	7.1	4.6	5	4.5	3.4	2.6	3.3	3.9		6.1	12.3	6.5	
2C(2) - Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population DEFINITION CHANGE IN 2017-18	SiRep publication	3.5	3.3	3.2	2.3	1.4	0.7	1.1	0.5		1.1	4.3	1.4	
2C(3) - Delayed transfers of care from hospital which are attributable to both NHS and adult social care per 100,000 population DEFINITION CHANGE IN 2017-18	SiRep publication	-	-	-	-	-	-	-	0.5		0.3	0.9	0.2	
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	SALT Return	-	-	-	-	84.7	89.5	90.2	90		83.5	77.8	85.8	

## Priorities for 2019 – 2021

Priority area	Key milestones
<p><b>1. Link care coordination with primary care networks</b></p> <p>Reshape mainstream care coordination arrangements, to link them with the new primary care networks being developed as part of the NHS Long-Term Plan and the community health services which will be aligned to these networks. The aim will be to improve user experience by reducing handoffs between teams and bringing the key community professionals supporting the same people closer together.</p>	<ul style="list-style-type: none"> <li>• Engagement with staff and primary care on new model (May-July 2019)</li> <li>• Begin implementation of changes (September 2019)</li> </ul>
<p><b>2. Strengthen and integrate care coordination for people with complex needs</b></p> <p>Work with NHS organisations to develop strengthened specialist care coordination for people with the most complex needs, closely integrated with specialist NHS mental health and learning disability services. Reduce the need for avoidable hospital admissions of people with complex mental health needs and people with a learning disability or autism whose behaviour challenges community services.</p>	<ul style="list-style-type: none"> <li>• Engagement with staff and NHS organisations on new model (May-July 2019)</li> <li>• Begin implementation of changes (September 2019)</li> </ul>
<p><b>3. Improve transitions between children’s and adult services</b></p> <p>Develop a coordinated approach across children’s and adult services, including a shared process for identifying during the 14+ school year the likely nature and level of support which will be needed in adulthood by children with SEND needs, looked-after children and children with mental health issues, and early initiation of planning for young people who will require the most complex support arrangements.</p>	<ul style="list-style-type: none"> <li>• Agreed transitions pathway in place by all agencies</li> </ul>
<p><b>4. Review in-house learning disability services</b></p> <p>Review whether the way in which services are currently being provided is effective in maximising the potential of service users, and consider alternative service models.</p>	<ul style="list-style-type: none"> <li>• Begin engagement with service users and families (July 2019)</li> <li>• Begin to test out new ways of working (Autumn 2019)</li> </ul>

Priority area	Key milestones
<p><b>5. Further extend the range of supported housing options</b></p> <p>Continue implementation of the Council’s supported housing strategy adopted in 2018. The two main objectives of the programme will be to promote the development of housing schemes for older people on a scale which significantly expands the options for people who might otherwise need to move into a care home, particularly older people with dementia; and to continue to develop small-scale schemes offering high-levels of support for people with a complex learning disability or autism.</p>	<ul style="list-style-type: none"> <li>• One 58-unit housing scheme on site by September; further 68-unit scheme aiming for planning permission by July</li> <li>• Seven small schemes for people with a learning disability/ mental health issues open and operational by end of July; two further schemes on site and one with planning permission during the remainder of the year</li> </ul>
<p><b>6. Enhance community support</b></p> <p>Work with the NHS and public health to develop an integrated approach to connecting people at risk of social isolation or unhealthy lifestyles with sources of support in the wider community, incorporating “social prescribing”, “support planning”, “locality coordination” and “healthy living” services.</p>	<ul style="list-style-type: none"> <li>• Joint plan agreed with partner agencies by the end of June.</li> </ul>
<p><b>7. Respond to national legislative and policy developments</b></p> <p>Prepare for the implementation of the new system of Liberty Protection Safeguards, which is being introduced to replace the current dysfunctional Deprivation of Liberty Safeguards.</p> <p>Assess the implications of the forthcoming Green Paper on adult social care funding and other issues, and make preparations as necessary, including considering the implications for the Council’s Medium Term Financial Plan.</p>	<p><b>Milestones will be dependent on national announcements.</b></p>

# Performance framework

Code	Indicator Description	2017/18 Actual	2018/19 Target	2018/19 Actual	2019/20 Target	2020/21 Target
<b>FRONT LINE SERVICES - PERFORMANCE FRAMEWORK</b>						
ASCOF 2B	Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	91.7%	87.0%	89.7%	88.0%	89.0%
ASCOF 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 - i.e. do not go onto long term services	90.0%	85.0%	91.4%	87.0%	89.0%
ASCOF 1A	Social care-related quality of life (Self reported experience of social care users)	19.6	18.7	19.2	19.1	19.2
ASCOF 1C Part 1a	Proportion of people using social care who receive self directed support	99.7%	98.0%	99.7%	98.0%	98.5%
ASCOF 2A Part 1	Permanent admissions to residential and nursing care homes, per 100,000 population (18-64 younger people, including FULL PAYERS)	11.5	12.5	9.8	12.5	12.5
ASCOF 2A Part 2	Permanent admissions to residential and nursing care homes, per 100,000 population (65+ - older people, including FULL PAYERS)	806.5	806.5	731.7	806.5	806.5
Local	Supported Residential Admissions	491	600	480	600	600
Local	Supported Nursing Admissions	131	200	96	200	200
ASCOF 2C Part 1	Delayed transfers of care (DTOC) from hospital (total delayed transfers) per 100,000 population	4.0	3.3	3.3	3.3	3.3
ASCOF 2C Part 2 LOC(12) AD 03	Delayed transfers of care (DTOC) from hospital (attributable to social care) per 100,000 population	0.6	0.5	0.8	0.5	0.5
ASCOF 2C Part 3	Delayed transfers of care (DTOC) from hospital (attributable jointly to NHS and social care) per 100,000 population	0.5	0.5	0.6	0.5	0.5
Local	Total Delayed Days - Northumberland (quarterly figure)	1052	1500	835	1500	1500
Local	DTOC Beds - Northumberland (quarterly figure)	35	70	29	70	70
ASCOF 4B LOC(12) AD 05	Proportion of people who use services who say that those services have made them feel safe and secure	92.9%	90.1%	88.8%	90.1%	90.1%
Local	Proportion of carers on the community caseload	46.5%	44%	42.4%	44.0%	44.0%
Local LOC(12)AD 04	% of Care Plans reviewed within 1 year	99.6%	98%	99.8%	98.0%	98.0%
ASCOF 1E	Proportion of adults with a learning disability in paid employment	5.1%	5.0%	5.2%	5.0%	5.5%

Code	Indicator Description	2017/18 Actual	2018/19 Target	2018/19 Forecast Outturn	2019/20 Target	2020/21 Target
<b>IN-HOUSE SERVICES - PERFORMANCE FRAMEWORK</b>						
Local LOC(10)AD 06	In-House Client Service Reviews - % of clients reviewed (CQC standard)	97.4%	98.0%	99.6%	98.0%	98.0%
Local LOC(09)AD 03	Mandatory training % of staff up to date	97.5%	98.0%	96.9%	98.0%	98.0%
Local LOC(12)AD 12	% of service users satisfied with their service	100.0%	98.0%	100.0%	98.0%	98.0%
LOC(12) AD 13	CQC Registration Compliance - proportion of in-house services overall CQC rating as good or outstanding	100.0%	100.0%	100.0%	100.0%	100.0%

Code	Indicator Description	2017/18 Actual	2018/19 Target	2018/19 Forecast Outturn	2019/20 Target	2020/21 Target
<b>COMMISSIONING AND SAFEGUARDING - PERFORMANCE FRAMEWORK</b>						
ASCOF 1G	Proportion of adults with a learning disability who live in their own home or with their family	83.5%	83.0%	83.4%	83.0%	83.5%
ASCOF 3A LOC(12)AD 06	Overall satisfaction of people who use services with their care and support	69.9%	68.1%	62.3%	68.1%	68.6%
Local	% of current service users receiving in county services rated by CQC as Good or Outstanding	-	83.0%	63.7%	83.0%	83.0%
Local	% of Commissioned service care providers rated by CQC as Good or Outstanding	-	83.0%	78.2%	83.0%	83.0%

<b>Key</b>	
	<b>National Indicator - Performance is in the top quartile</b>
	<b>Performance on or within target</b>
	<b>Performance not within target</b>