

# **HEALTH AND ADULT SOCIAL CARE SYSTEM PERFORMANCE**

**NOVEMBER 2020/21**

## 1. INTRODUCTION

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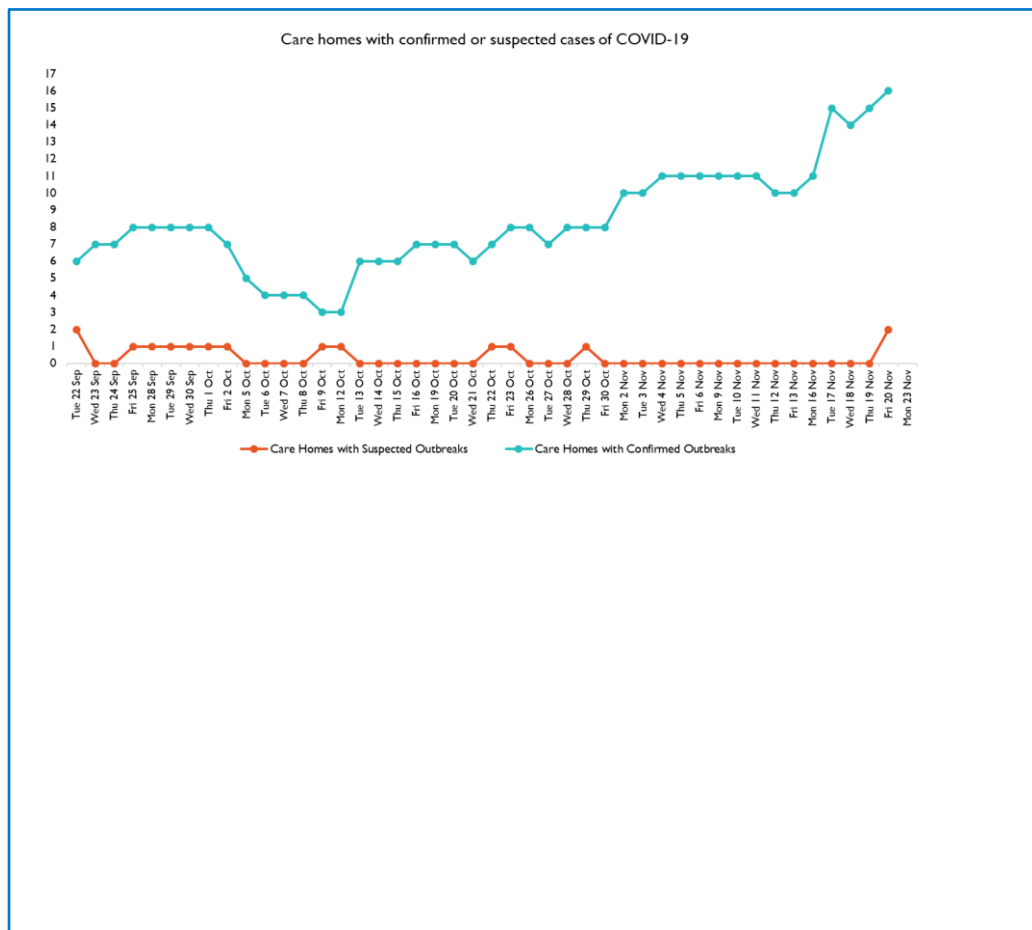
The purpose of this report is to inform members of the latest performance against a number of key indicators that provide a view of how care is being delivered to the people of Plymouth in light of the COVID-19 emergency. The pandemic has had an impact on how performance is reported and this has limited the ability to provide benchmarking information like we have done so previously.

The indicators in this report are;

- Number of COVID-19 outbreaks within Care Homes
- Admissions to Residential and Nursing Care Homes
- Community Based Care
- Care Provision
- Reablement
- Adult Safeguarding
- Adult Social Care Users feeling of safety
- Delayed Transfers of Care
- Referral to Treatment
- Ambulance attendance at Derriford Hospital

Performance Indicators

	Fri 13 Nov	Mon 16 Nov	Tue 17 Nov	Wed 18 Nov	Thu 19 Nov	Fri 20 Nov	Mon 23 Nov	Trend
Total number of care homes	97	97	97	97	97	97	97	▲ ▼
Care homes with suspected outbreaks	0	0	0	0	0	2	0	▼
Care homes with confirmed outbreaks	10	11	15	14	15	16	18	▲
Care homes with one confirmed case	9	14	15	15	16	13	12	▼



Performance Insights

In total there are 97 care homes in Plymouth; those with confirmed or suspected outbreaks of COVID-19 will be closed to new residents and visitors. Local protocols are in place upon notification of an outbreak.

The number of outbreaks was 18 on the 23 November. There are 12 homes with a suspected outbreak, although there are zero further homes with at least one confirmed case. This does mean that 31% of our care homes has a resident or member of staff who has diagnosed positive with COVID-19.

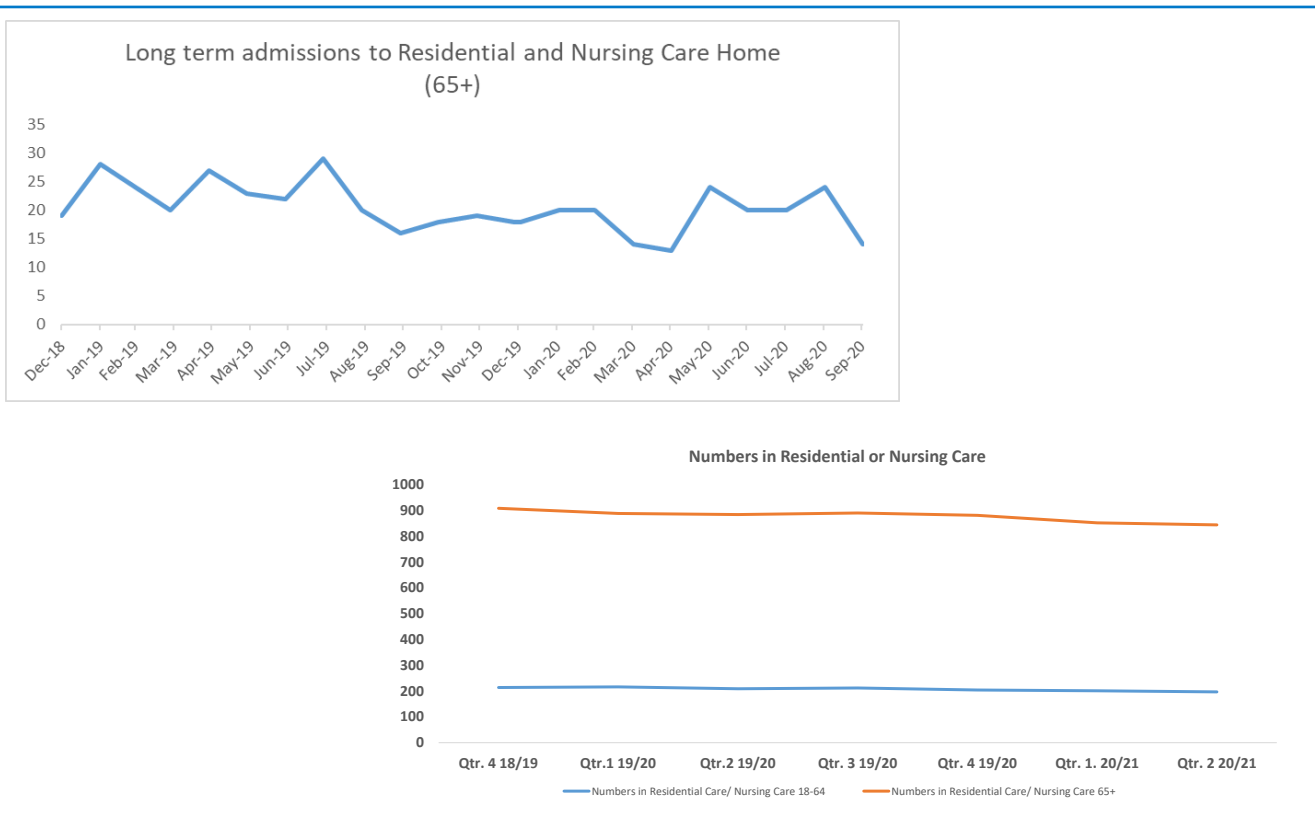
A care home is declared to be in outbreak when two or more cases are confirmed, whilst a home will also be declared out of an outbreak on the 29th day after the date of the latest positive test.

Our care homes support some of our most vulnerable residents and unfortunately during the pandemic a number of these had outbreaks. With partners, the Council provided ‘wrap around’ support in a coordinated way that ensured residents, care home management and staff are assisted during an outbreak. We have provided access to information on best practice, and supported through weekly bulletins and monthly webinars to ensure that our providers have access to the most up to date guidance.

Public Health England produce for local authorities a weekly report on care homes which allows us to benchmark against the region. In the week leading up to the 13<sup>th</sup> November the seven day rate of cases per 100,000 in care home residents (beds) is 1,009.6 compared to the South West region of 708.2. Four local authority areas within the region have higher rates than Plymouth. The seven day rate of cases per 100,000 in Care Home Staff is 970.2 compared to the South West region of 822.5. Five local authority areas within the region have higher rates than Plymouth.

Performance Indicators

	April	May	June	July	August	September	October	Trend
Long term admissions to Residential or Nursing Care (18-64)	3	3	2	2	1	1	1	▲ ▼
Long term admissions to Residential or Nursing Care (65+)	14	13	24	20	20	24	14	▼
	Qtr.4 18/19	Qtr.1 19/20	Qtr. 2 19/20	Qtr.3 19/20	Qtr. 4 19/20	Qtr. 1 20/21	Qtr. 2 20/21	
Numbers in Residential Care/ Nursing Care 18-64	214	216	209	212	204	201	197	▼
Numbers in Residential Care/ Nursing Care 65+	909	889	885	891	882	853	845	▼



Performance Insights

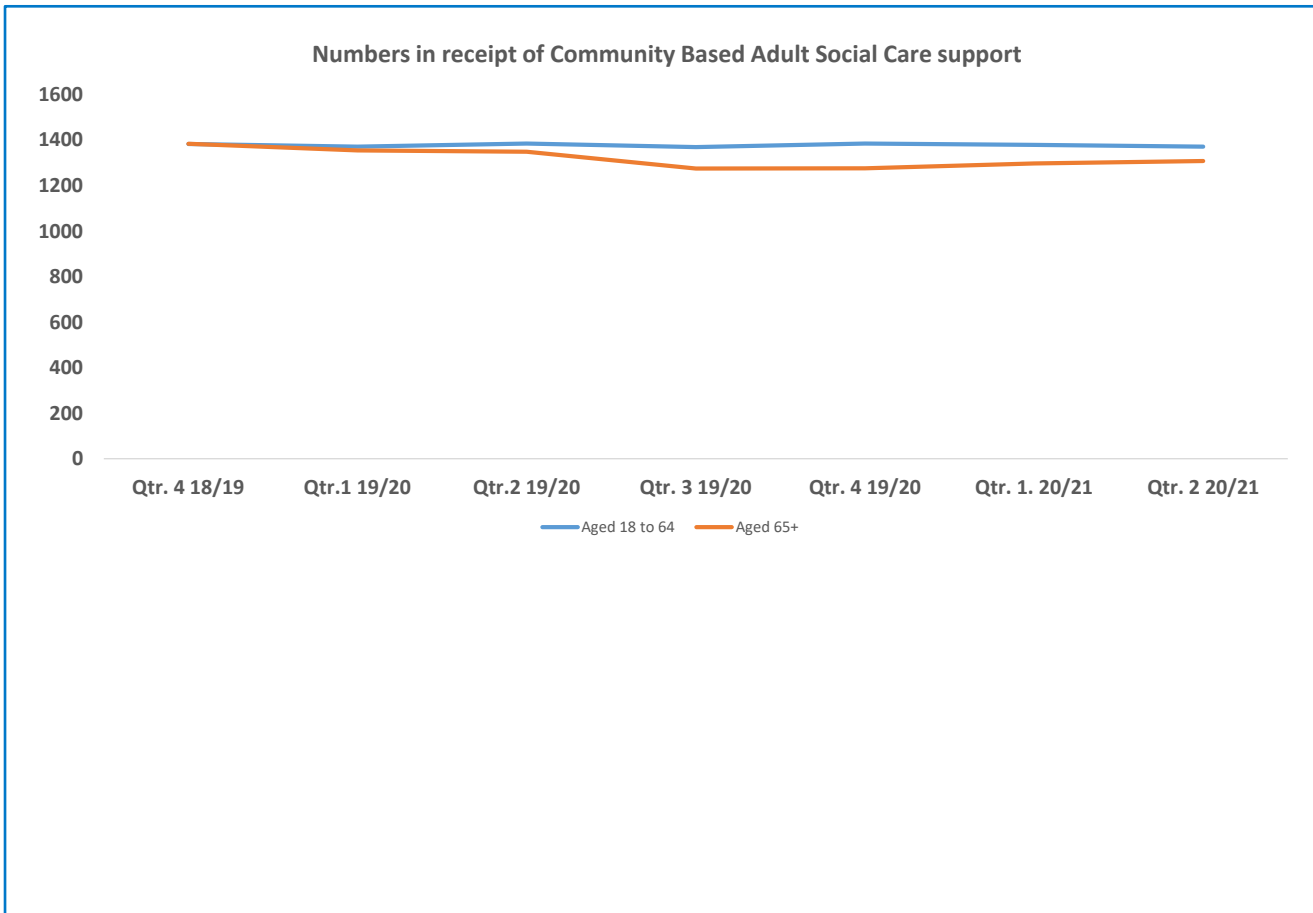
In 2019/20 the number of long term admissions to residential/ nursing care dropped, falling from 305 in 2018/19 to 239 (-66),

The downward trend in admissions has continued into 2020/21. Between April 2020 and the end of October there have been 129 admissions where a completed assessment has been recorded, this is a decrease from 27 over the same period in 2019.

In line with national COVID-19 Discharge guidance a number of people will be in receipt of care within homes but currently funded by the NHS. These will not be included in these figures but are being monitored.

Performance Indicators

	Qtr. 4 18/19	Qtr.1 19/20	Qtr.2 19/20	Qtr. 3 19/20	Qtr. 4 19/20	Qtr. 1. 20/21	Qtr. 2 20/21	Trend
Numbers in receipt of Community Based Care (18-64)	1383	1372	1385	1370	1385	1379	1372	▼
Numbers in receipt of Community Based Care (65+)	1384	1355	1349	1275	1276	1298	1308	▲



Performance Insights

As complexity and need increases, ensuring that demand on services is well managed is a key priority for Adult Social Care. A

An approach which includes a strengthened gateway to care with direct links to the community and voluntary sector, Wellbeing Hubs and access to Healthcare has delivered a more integrated model of care. Improved access to advice and information along with timely access to a reablement approach will enable more people to live fully independent lives in their communities without the reliance on long term care. This has enabled us to maintain client levels. During quarter two of 2020/21 there were 2,680 individuals who accessed community based care, this is 54 fewer than quarter two of 2019/20.

Care and Nursing Home

Day Care, Dom Care, Extra Care and Supported Living

Number of Nurses employed 76	Total number of staff able to deliver care 1,739
Number of Nurses absent 5	Number of staff who have suspected or actual COVID-19 17
Number of Care Workers employed 1,597.6	Number of staff with dependants 466
Number of Care Workers absent 70	Number of staff off sick that could deliver care 154
Number of Non Care Workers employed 436.8	Number of staff who are having self-isolate due to school bubbles 6
Number of Non Care Workers absent 25	Number of staff who are self-isolating for other reasons 38
	Number of staff unable to access a COVID-19 test either for themselves or for member of their household 0

Performance Insights

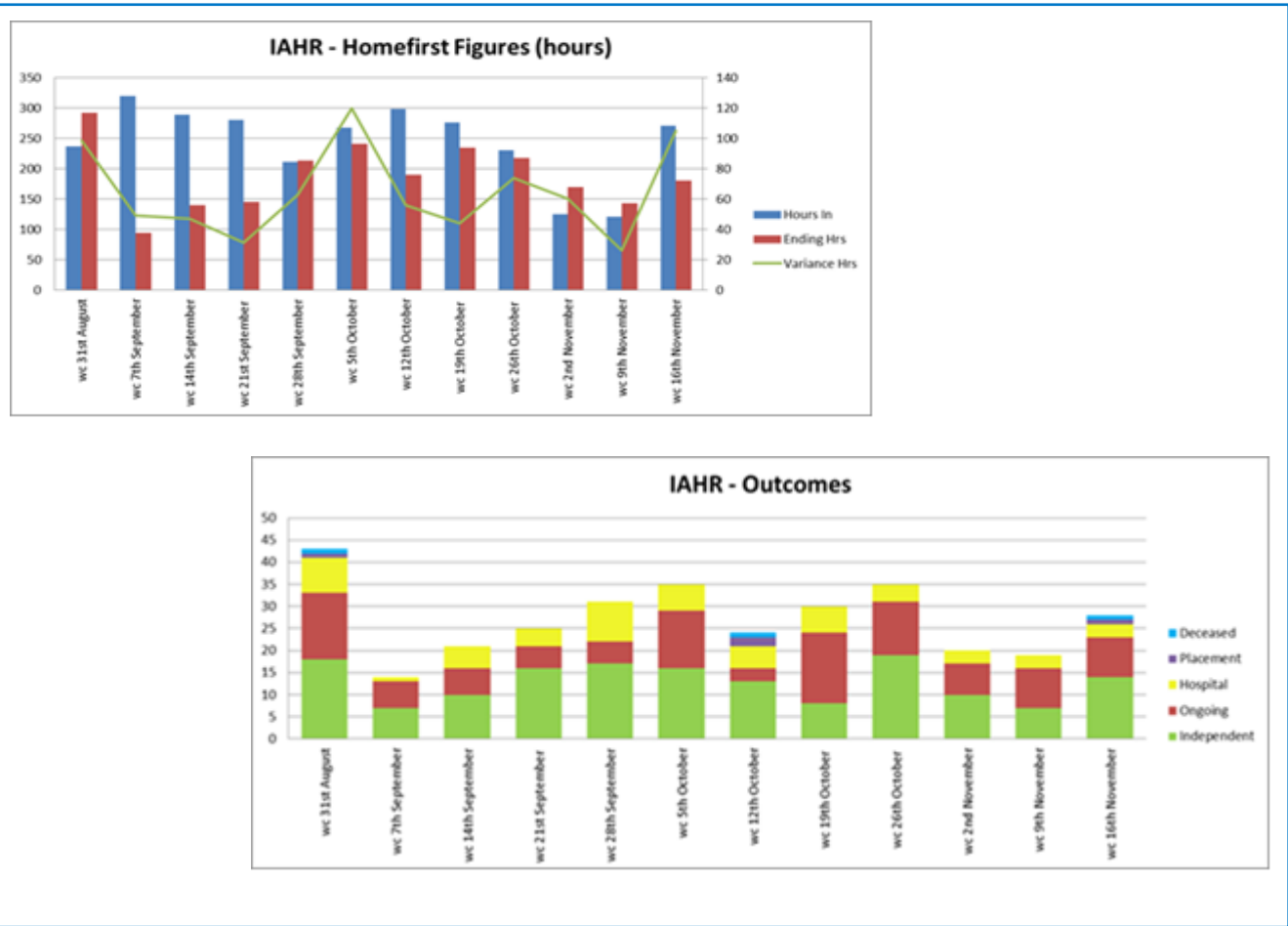
The tables illustrate staff availability across all our Care Homes, Day Care, Dom Care, Extra Care and Supported Living providers.

As of the 23 November 2020 across all our Care Homes;

- 7% of employed care home Nurses are absent
- 4% of employed care home Care Workers are absent
- 6% of employed Non Care Workers are absent

As of the 23 November 2020 across all our Day Care, Dom Care, Extra Care and Supported Living providers;

- <1% of all staff have suspected or confirmed COVID-19
- 9% of all staff off sick that could deliver care
- <1% of all staff self isolating due to school bubbles
- 2% of all staff self isolating for other reasons
- Zero staff unable to access a COVID-19 test either for themselves or for a member of their household.



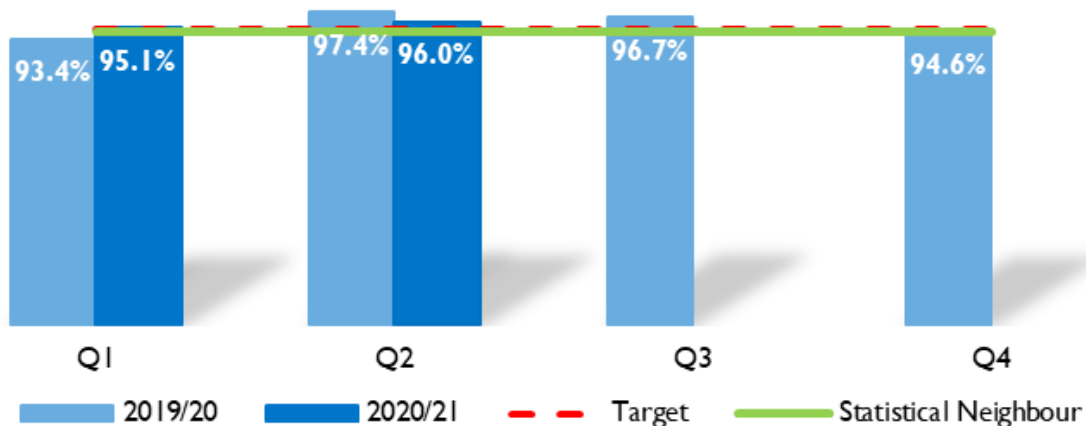
### Performance Insights

The Independence at Home service monitors its activity and outcomes on a weekly basis and the most recent data is presented here. The increased availability of and better access to reablement packages over recent months has been key to keeping the number of people accessing long term community based support on a static trend in the face of increased complexity of need.

Between the end of August and the week commencing 16<sup>th</sup> November approximately 324 periods of reablement have ended. In approximately 48% of these cases the individual in receipt of the reablement has left the service fully independent.

Of those individuals who go on to require long term care and support this is at a reduced level than when they commenced their reablement intervention programme and clearly demonstrates the benefit of adopting a rehabilitation approach across the system.

Percentage of closed safeguarding enquiries where the desired outcomes have been fully or partially achieved



Performance Insights

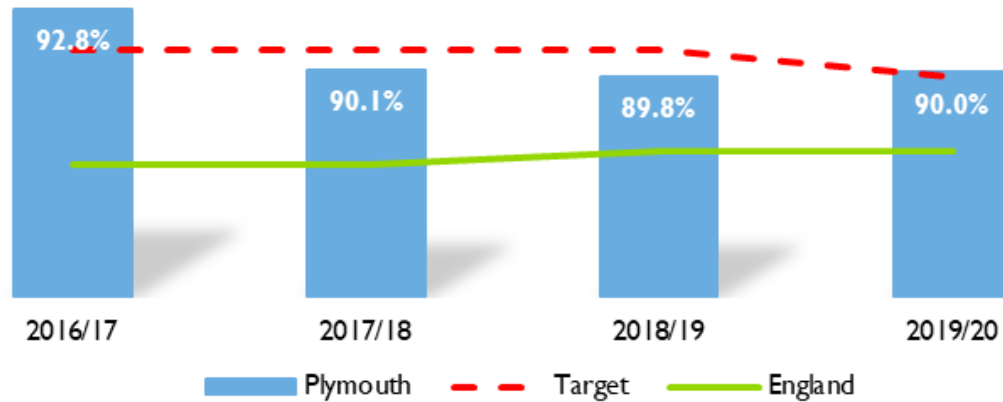
Making Safeguarding Personal (MSP) is a person-centred outcome focus to safeguarding work that aims to support people to improve or resolve their circumstances. This is an indication of how well we are meeting the person’s desired outcome, but not necessarily a measure of the degree to which they have been safeguarded.

Between 1 July 2020 and 30 September 2020, 242 individuals were the subject of a completed safeguarding enquiry. 176 individuals expressed a desired outcome at the start of the enquiry and in 114 (64.7%) of these cases the desired outcome was fully achieved, and in 55 cases (31.3%) the outcome was partially achieved. The percentage that has been either fully or partially achieved is 96.0%, this exceeds the 95% target and continues to be above the average of our CIPFA groups of similar local authorities.

Safeguarding activity, performance and outcomes are monitored on a quarterly basis by the Safeguarding Assurance meetings and the Adult Safeguarding Board.



Percentage of people who use Adult Social Care services who say that those services make them feel safe and secure



### Performance Insights

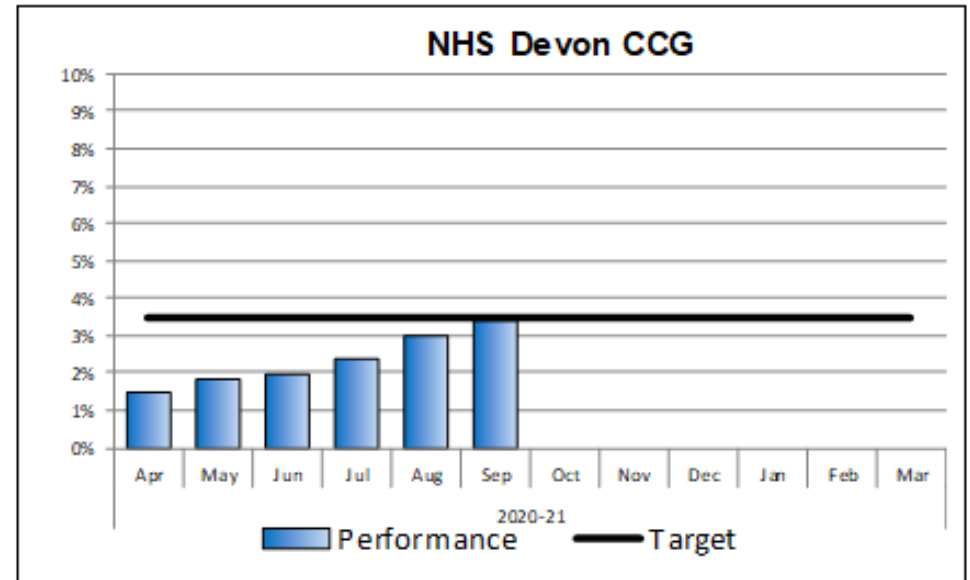
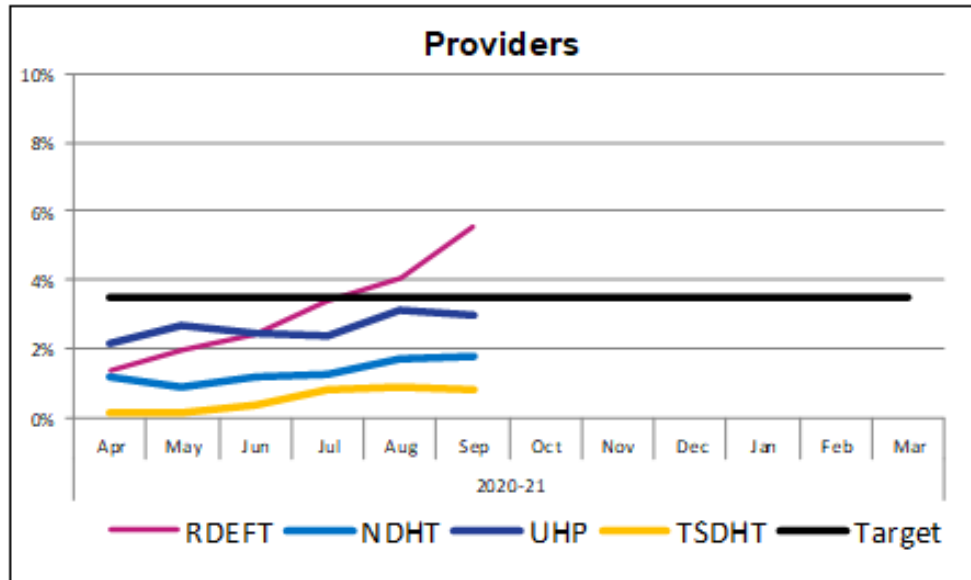
We monitor activity and timeliness of assessments through regular contract performance meetings with our providers. Throughout the past five years, the proportion of Plymouth's ASC service users who feel safe or feel that services they receive help them to feel safe has been consistently higher than the England average (86.5% in 2018/19\*).

Performance had declined in the past two years but in 2019/20 performance has improved slightly, with 90% of respondents agreeing that the care services they receive make them feel safe. In response to the 2018/19 survey results, an ASC performance action plan aimed at improving outcomes was put in place and there have been small increases in performance against this indicator and the ASCOF 4A, which measures how safe people feel in general. Further development of this plan has been delayed due to COVID-19.

## Acute Delayed Transfers of care

Trust	Target	September	2020/21
RDEFT	3.50%	5.5%	3.1%
NDHT	3.50%	1.8%	1.3%
UHP	3.50%	3.0%	2.6%
TSDFT	3.50%	0.8%	0.5%

CCG	Target	September	2020/21
NHS Devon	3.50%	3.40%	2.3%



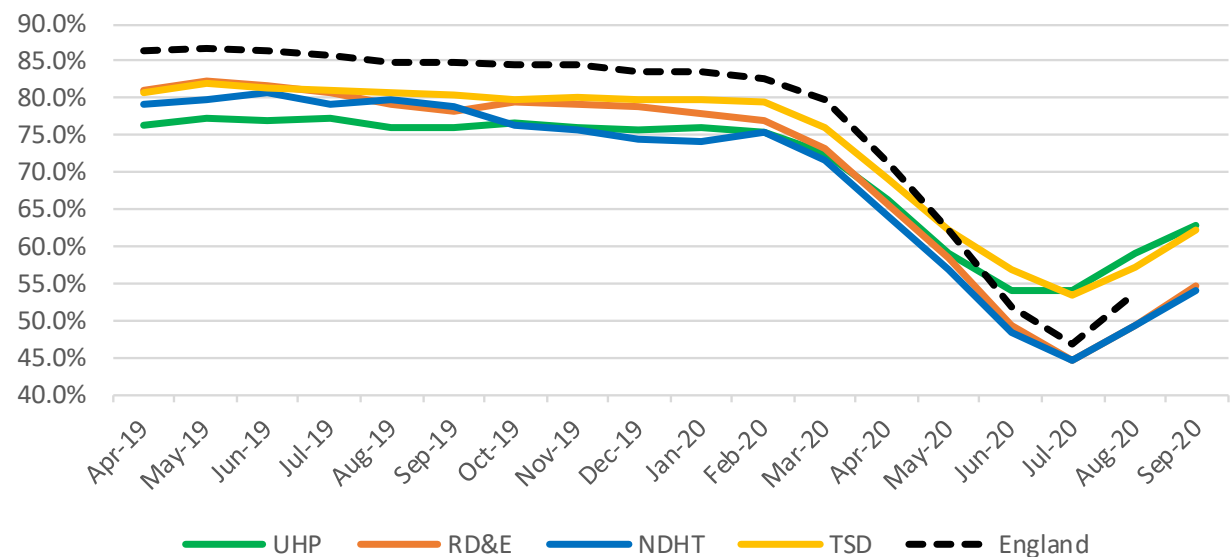
## Performance Insights

Acute trusts have a target to ensure that 3.5% or less of available bed capacity is lost to discharge delays on any given day.

UHP has been performing on or around this 3.5% figure for some time and has been achieving the 3.5% target since April 2020.

Performance improved in September, down to 3.0%. Year to date in 2020/21 performance is at 2.6%.

RTT 18 week waits (providers)



Performance Insights

September’s validated data shows an improved position for RTT 18-week performance, rising from 53.6% to 58.3% at an STP level, compared to the target of 92% and national performance of 52%.

However, waiting lists have risen in September.

	RD&E	NDHT	UHP	TSD
August	32590	13026	28537	25275
September	33724	13352	30079	26366
Variance	1134	326	1542	1091

The number of long waiting patients also continues to increase, with numbers waiting over 52 weeks rising quickly at all providers in September

	RD&E	NDHT	UHP	TSD
August	1486	830	881	745
September	1887	1019	997	892
Variance	401	189	116	147

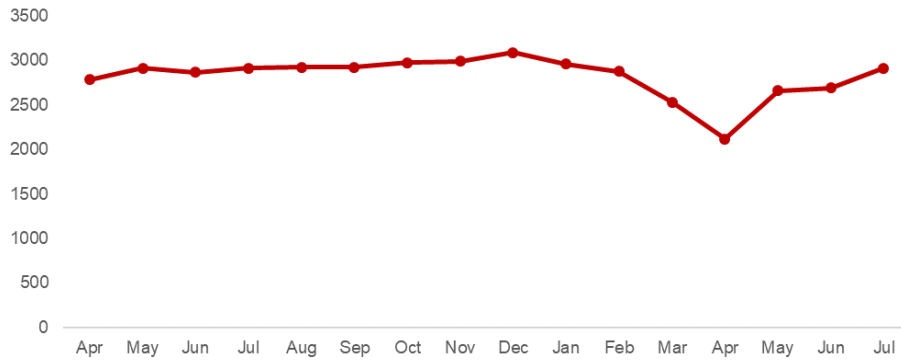
The majority of the long waiters continue to be in Orthopaedics and Ophthalmology

Devon’s four main hospitals will work closely as a network to manage resources. There will be a centrally collated STP waiting list to support provider trusts, all of whom are clinically prioritising their waiting lists to ensure that the patients with the greatest clinically are treated first.

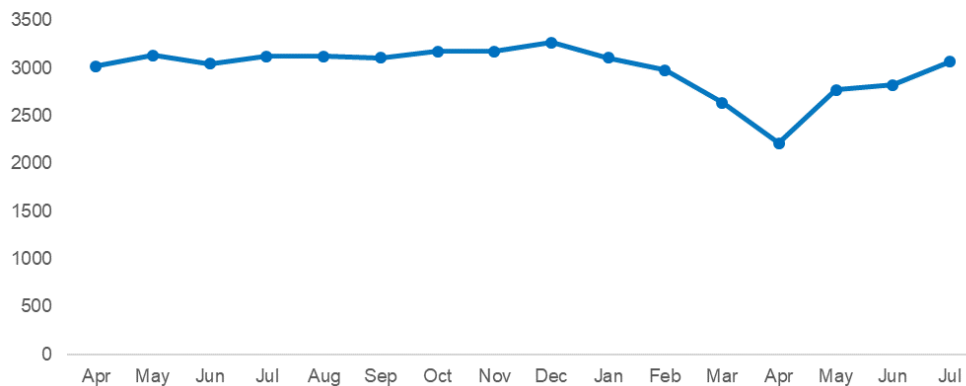
Performance Indicators

	January	February	March	April	May	June	July	Trend
Conveyance to Emergency Department (ED)	2960	2879	2533	2117	2659	2693	2914	▲
Conveyance to ED or Ward	3105	2978	2638	2212	2769	2822	3063	▲
Conveyance to ED or Ward per 1,000 people	8.66	8.30	7.35	6.17	7.72	7.87	8.54	▲

Volume of conveyance to ED



Volume of conveyance to ED or Ward



Performance Insights

Between April 2019 and July 2020 there have been in excess of 45,000 conveyances of people in an ambulance to the Emergency Department at Derriford Hospital.

Activity dropped during the months of March and April due to the lockdown restrictions imposed as a result of COVID-19.

Since May the numbers of attendance has been increasing again, this has contributed to the hospital returning to pre-COVID levels of activity.

The conveyance rate for the western locality is highest for the Western Locality (Derriford Hospital) when compared to other areas of the Clinical Commissioning Group area. Post lockdown restrictions (May – July) the rate of conveyance to UHP ED or Ward is 24.13 per 1,000 people, compared to the Southern locality (21.95), Northern Locality (21.23) and Eastern Locality (17.82).