

# HEALTH AND ADULT SOCIAL CARE PERFORMANCE REPORT

September 2023



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## INTRODUCTION

Public Sector organisations across the country are facing unprecedented challenges and pressures due to changes in demography, increasing complexity of need and the requirement to deliver better services with less public resource. Plymouth and Devon also face a particular financial challenge because of the local demography, the historic pattern of provision and pockets of deprivation and entrenched health inequalities.

This report aims to show progress against some key activity and performance measures from across the health and social care system, and will be provided to the Health and Adult Social Care Oversight and Scrutiny Committee on a quarterly basis. The contents of the report will be flexible and can be changed in line with changing priorities if required.

## ADULT SOCIAL CARE

The provision of data and performance information remains critical to delivery, even more so as the [Health and Care Act 2022](#) gives the Care Quality Commission (CQC) new powers to provide a meaningful and independent assessment of care at a local authority and integrated care system level.

Plymouth City Council has the statutory responsibility for the delivery of all Adult Social Care (ASC) services in Plymouth, and will be subject to a CQC assessment. The Council's partners are playing a significant role in how we prepare for the new assessment framework, including Livewell Southwest, who are commissioned by the Council to provide statutory Adult Social Care services, including assessments and reviews.

Below are some key delivery statistics in relation to Adult Social Care in Plymouth;

In 2022/23;

- 12,030 requests for support from new clients
- 4,516 people accessed long term adult social care support  
Of above, 1,742 aged 18 to 64 and 2,774 aged 65 and over
- 1,318 people received care in a Residential or Nursing Care
- 3,198 people received care in a Community Based Setting
- 7,290 safeguarding referrals received, leading to 874 safeguarding concerns and 393 section42 enquiries
- 400 Carers Assessments undertaken
- 699 individuals received social care support via a Direct Payment

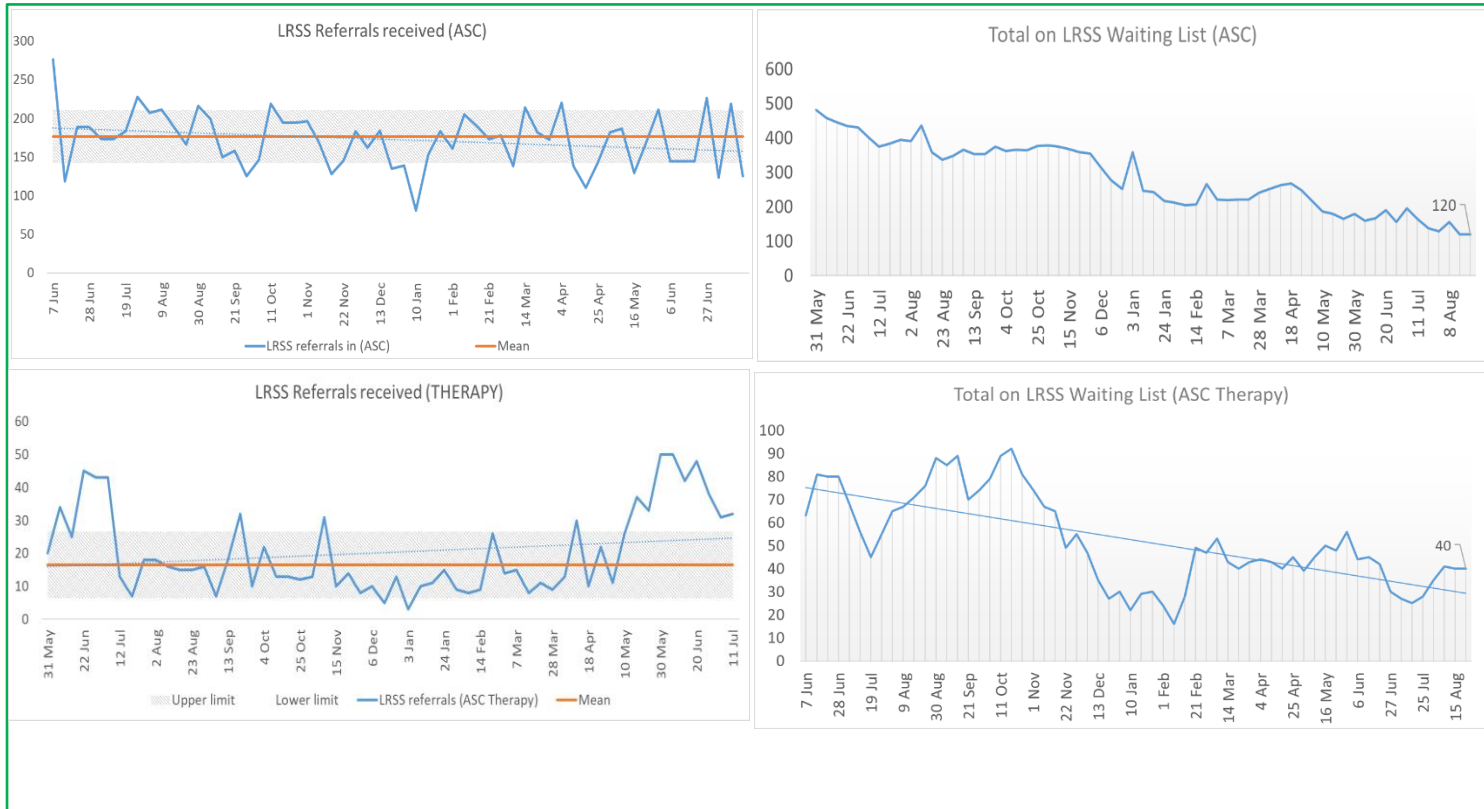
Period to: week of 22 August 2023

Subject: Adult Social Care Demand/ Unmet Demand

	28 Mar	4 Apr	12 Apr	18 Apr	25 Apr	02 May	10 May	16 May	23 May	30 May	6 Jun	13 Jun	20 Jun	27 Jun	4 Jul	11 Jul
LRSS referrals (ASC Therapy)	9	13	30	10	22	11	26	37	33	50	50	42	48	38	31	32
LRSS referrals in (ASC)	220	138	110	142	182	187	129	168	211	144	144	144	226	123	219	125

	02 May	10 May	16 May	23 May	30 May	6 Jun	13 Jun	20 Jun	27 Jun	4 Jul	11 Jul	25 Jul	1 Aug	8 Aug	15 Aug	22 Aug
Total on LRSS Waiting List (ASC Therapy)	39	45	50	48	56	44	45	42	30	27	25	28	35	41	40	40
Total on LRSS Waiting List (ASC)	218	186	180	165	180	160	166	190	155	195	165	138	129	155	120	120



### Narrative

The number of referrals being received by the Livewell Southwest Referral Service (LRSS) continue on a slightly reducing trend. The average weekly number of ASC referrals between 1 November 2022 and 11 July 2023 is 164, down from 186 between 31 May 2022 and 25 October 2022.

Over this same period the number on the LRSS waiting list has been on a reducing trend. At the previous scrutiny we reported the start of an increase, this was not sustained and numbers are now at 120 on 22 August, this can be compared to a high of 482 when weekly data was first provided on the 31 May 2022.

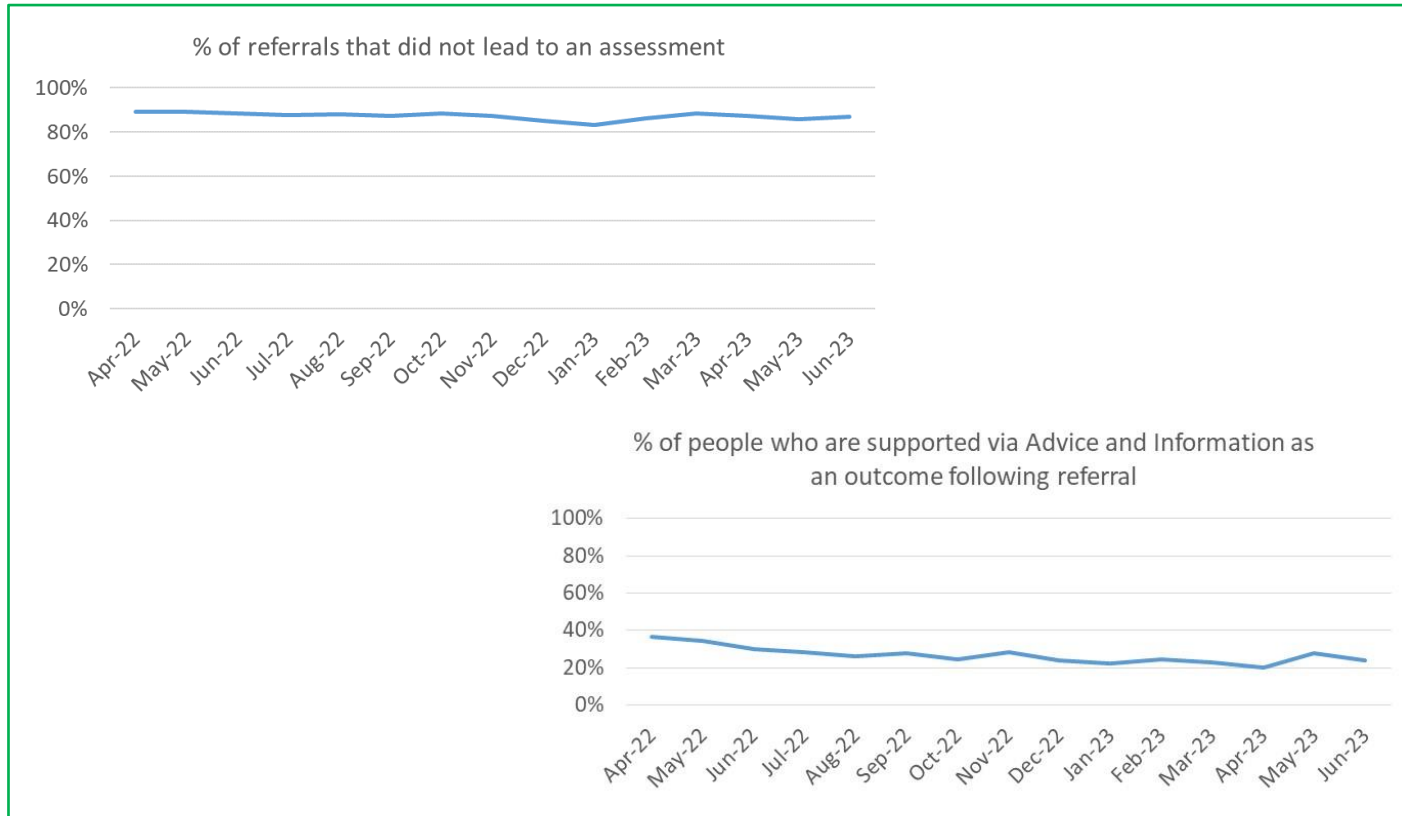
Since mid may the number of LRSS ASC Therapy referrals have been higher, this has reversed a previously reducing trend.

Despite this the Therapy ASC waiting list has remained steady, as it has been for several months since late February 2023. On 15 August 2023 there are 40 on the ASC Therapy list.

Period to: June, 2023

Subject: Adult Social Care – Referral Outcomes

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Number of referrals	891	1019	917	922	972	847	874	835	600	880	775	922	714	799	939
% of referrals that did not lead to an assessment	89.1%	89.3%	88.6%	87.7%	87.9%	87.4%	88.5%	87.4%	85.1%	83.3%	86.1%	88.3%	87.3%	85.7%	87.0%
% of people who are supported via Advice and Information as an outcome follow	36.6%	34.5%	30.4%	28.6%	26.2%	27.7%	24.6%	28.5%	24.0%	22.4%	24.6%	23.1%	20.3%	28.1%	24.2%



**Narrative**

Tracking referral outcomes is one way to assess the availability of alternatives to long term social care support.

In 2022/23 more than 9,000 referrals did not progress onto an adult social care assessment of need, this means that more than 87% of referrals resulted in a signposting to an alternative to long term care. This has been maintained in the first quarter of 2023/23, with on average 86.7% of referrals not reaching assessment stage each month. Our Caring for Plymouth Model continues to focus on providing early support and reablement to reduce the number of people requiring long term care.

The percentage of referrals resulting in support from Advice and Information also remains steady, on average, in quarter one 24.2% of referrals were referred to Advice and Information.

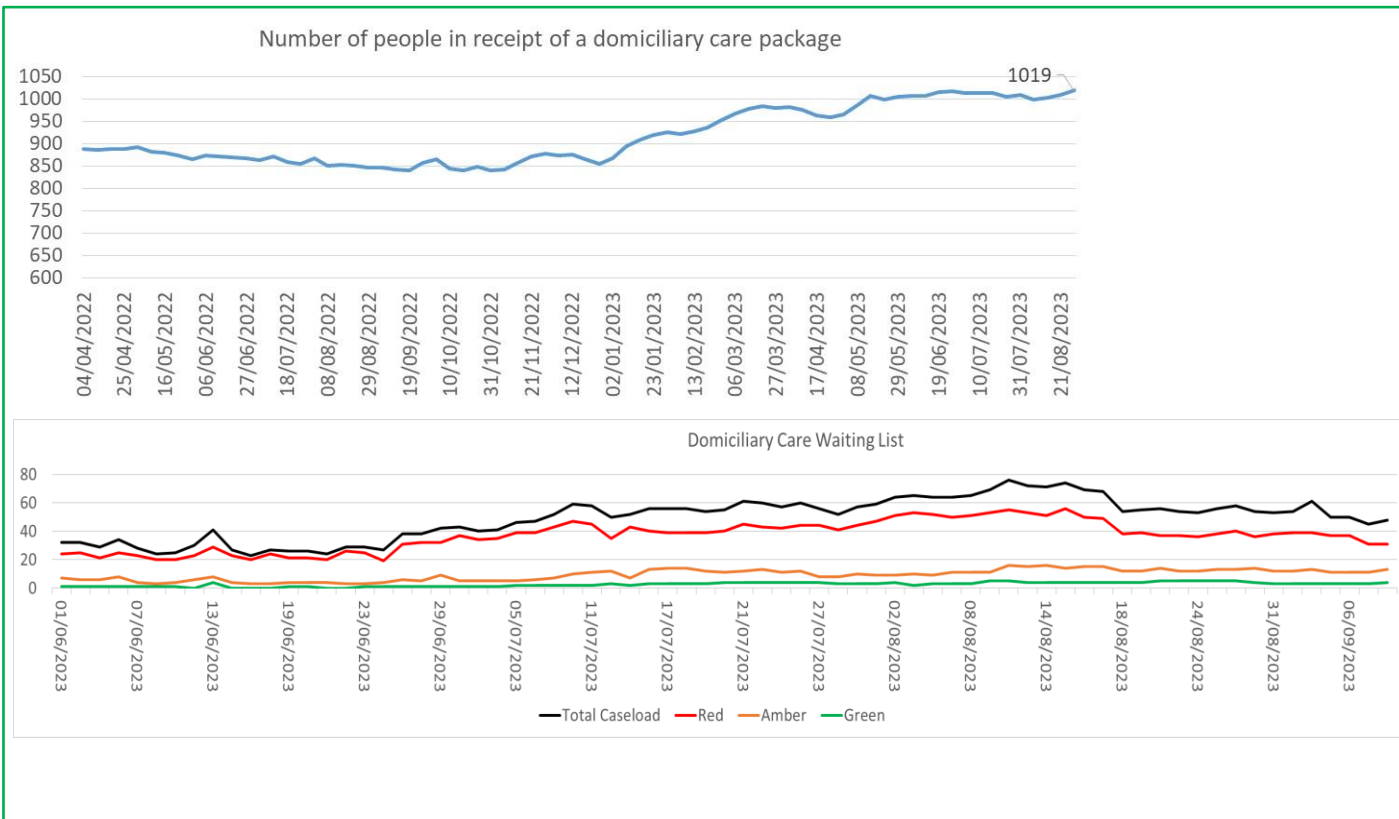
Period to: 8 September, 2023

Subject: Adult Social Care - Domiciliary Care

Week commencing	22/05/2023	29/05/2023	05/06/2023	12/06/2023	19/06/2023	26/06/2023	03/07/2023	10/07/2023	17/07/2023	24/07/2023	31/07/2023	07/08/2023	14/08/2023	21/08/2023	28/08/2023
Weekly number of people receiving Domiciliary Care	998	1005	1006	1007	1014	1017	1012	1012	1013	1004	1008	999	1002	1009	1019

DATE	18/08/2023	21/08/2023	22/08/2023	23/08/2023	24/08/2023	25/08/2023	29/08/2023	30/08/2023	31/08/2023	01/09/2023	04/09/2023	05/09/2023	06/09/2023	07/09/2023	08/09/2023
<b>Total Caseload</b>	<b>54</b>	<b>55</b>	<b>56</b>	<b>54</b>	<b>53</b>	<b>56</b>	<b>58</b>	<b>54</b>	<b>53</b>	<b>54</b>	<b>61</b>	<b>50</b>	<b>50</b>	<b>45</b>	<b>48</b>
<b>Red</b>	38	39	37	37	36	38	40	36	38	39	39	37	37	31	31
<b>Amber</b>	12	12	14	12	12	13	13	14	12	12	13	11	11	11	13
<b>Green</b>	4	4	5	5	5	5	5	4	3	3	3	3	3	3	4



**Narrative**

The number of people in receipt of Domiciliary Care packages (Care in their own home) has been steady since early May, this following a prolonged period of increases since the end of 2022. The number of people in receipt of domiciliary care (1,019) is at its highest point since July 2021.

The number of people waiting to receive domiciliary care continues to be low, following a period of significant reduction since late 2022. On the 8<sup>th</sup> September the number of people waiting is 48, 65% less than the numbers waiting on the 1<sup>st</sup> January 2023.

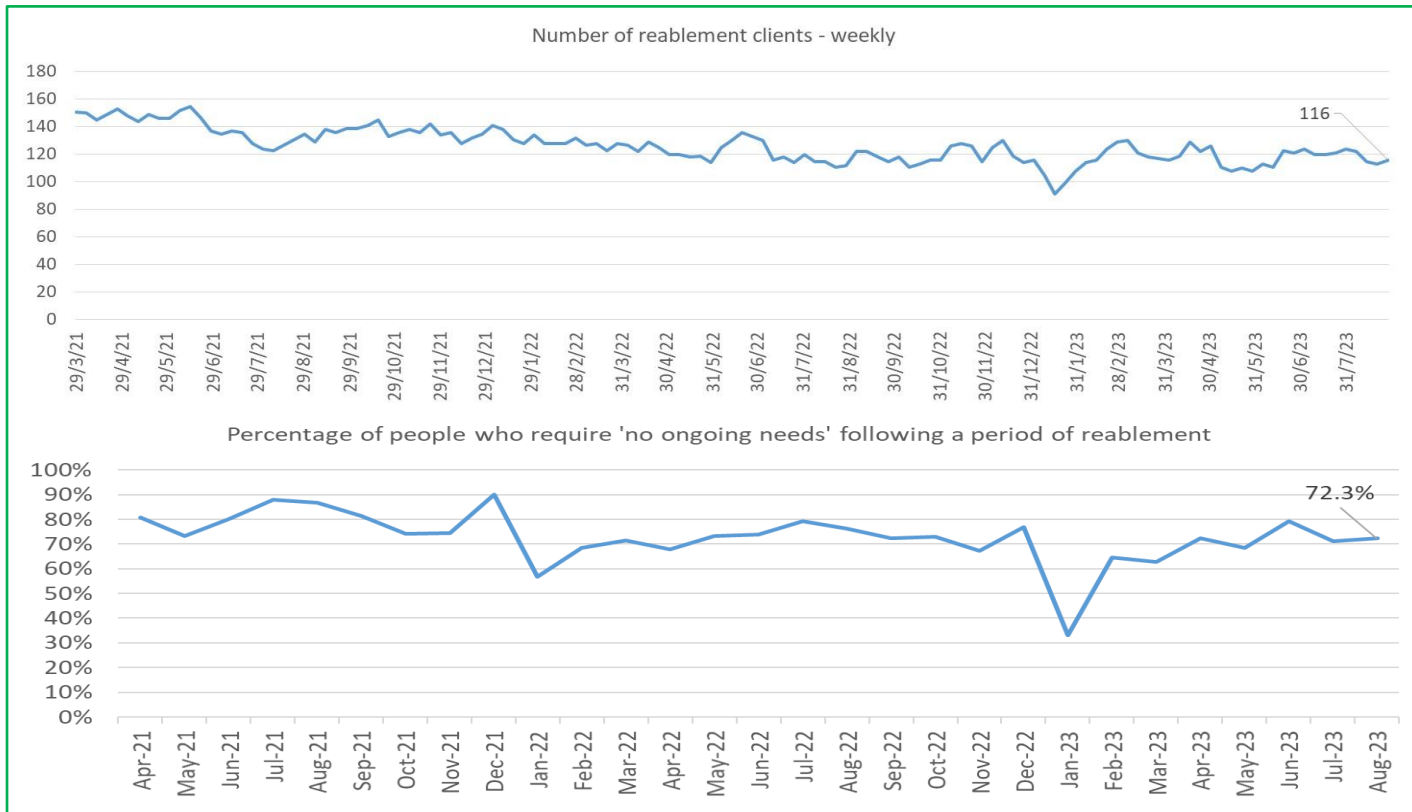
Period to: 4 September, 2023

Subject: Adult Social Care - Reablement

	22/05/2023	29/05/2023	05/06/2023	12/06/2023	19/06/2023	26/06/2023	03/07/2023	10/07/2023	17/07/2023	24/07/2023	31/07/2023	07/08/2023	14/08/2023	21/08/2023	28/08/2023
Number of people in receipt of reablement	110	108	113	111	123	121	124	120	120	121	124	122	115	113	116

	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Percentage of people who require 'no ongoing needs' following a period of reablement	73.9%	79.3%	76.2%	72.5%	73.1%	67.2%	76.9%	33.0%	64.6%	62.9%	72.4%	68.5%	79.1%	71.1%	72.3%



**Narrative**

On week beginning 28 August numbers have dropped to 116. Numbers are down over the longer term but have been relatively static since the end of May 2023. The 116 during the week commencing 28 August is 22.7% lower than April 2021 (150).

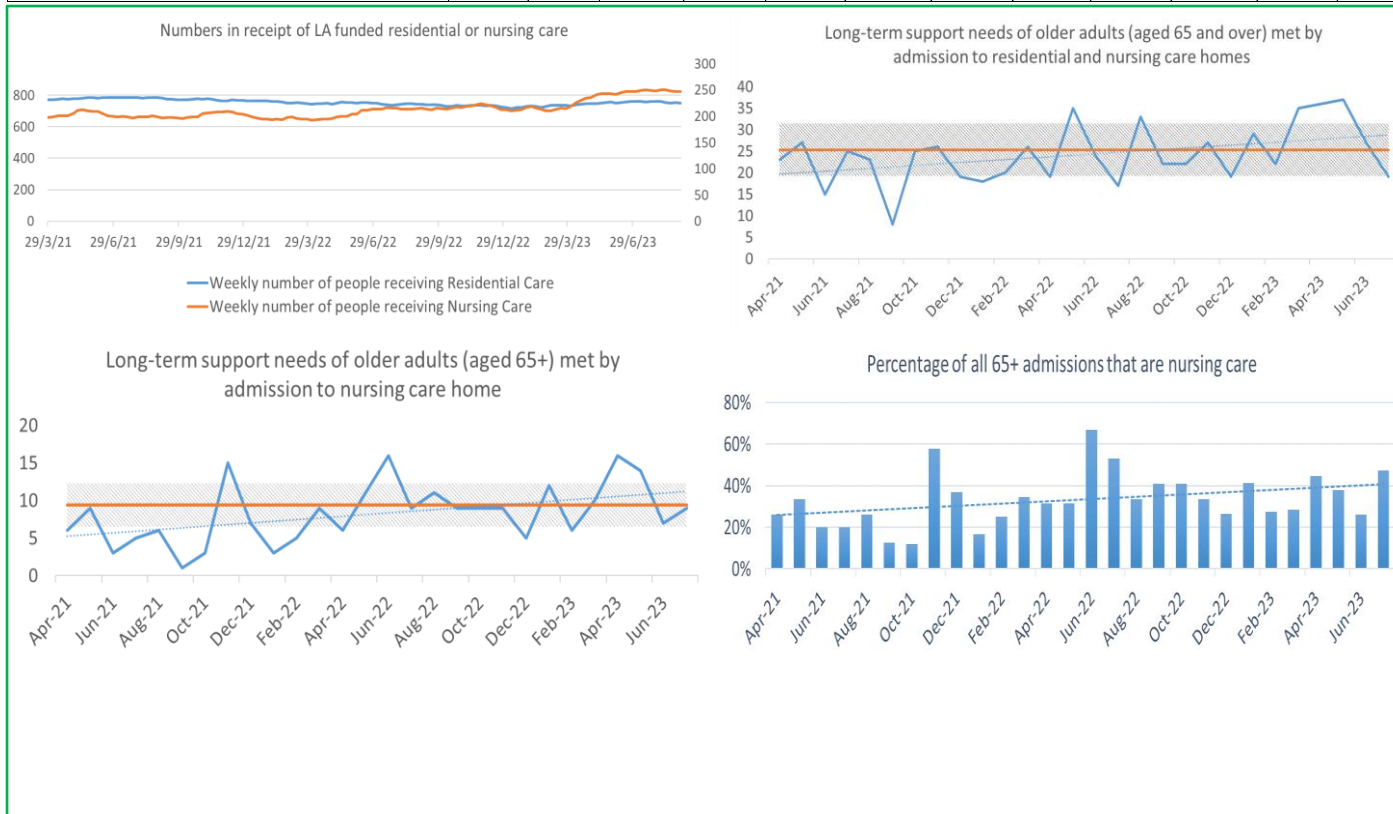
The percentage of people who have left a period of reablement requiring 'no ongoing needs' continues to be regularly monitored. During August 2023, 83 people finished a period of reablement, 60 (72.3%) of which left with no ongoing needs.

Period to: 10 September, 2023

Subject: Residential and Nursing Care

Weekly	29/05/2023	05/06/2023	12/06/2023	19/06/2023	26/06/2023	03/07/2023	10/07/2023	17/07/2023	24/07/2023	31/07/2023	07/08/2023	14/08/2023	21/08/2023	28/08/2023	04/09/2023
Weekly number of people receiving Residential Care	758	749	754	757	759	761	759	758	759	761	761	753	751	752	751
Weekly number of people receiving Nursing Care	243	242	245	247	247	247	249	250	249	248	250	250	248	247	247

	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
<b>2A (2): Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes</b>	24	17	33	22	22	27	19	29	22	35	36	37	27	19
<b>2A (2): Long-term support needs of older adults (aged 18-64) met by admission to residential and nursing</b>	3	2	1	1	1	1	3	1	2	1	3	0	1	2
<b>Long-term support needs of older adults (aged 65+) met by admission to nursing care home</b>	16	9	11	9	9	9	5	12	6	10	16	14	7	9



**Narrative**

In 2022/23 long term admissions of older people (65+) to residential or nursing care increased (298 in 22/23 vs 255 in 21/22), a rise of 16.9%.

Between April 2023 and the end of July 2023 there have been 119 admissions, this is 24 higher than the same period in 2022 (95).

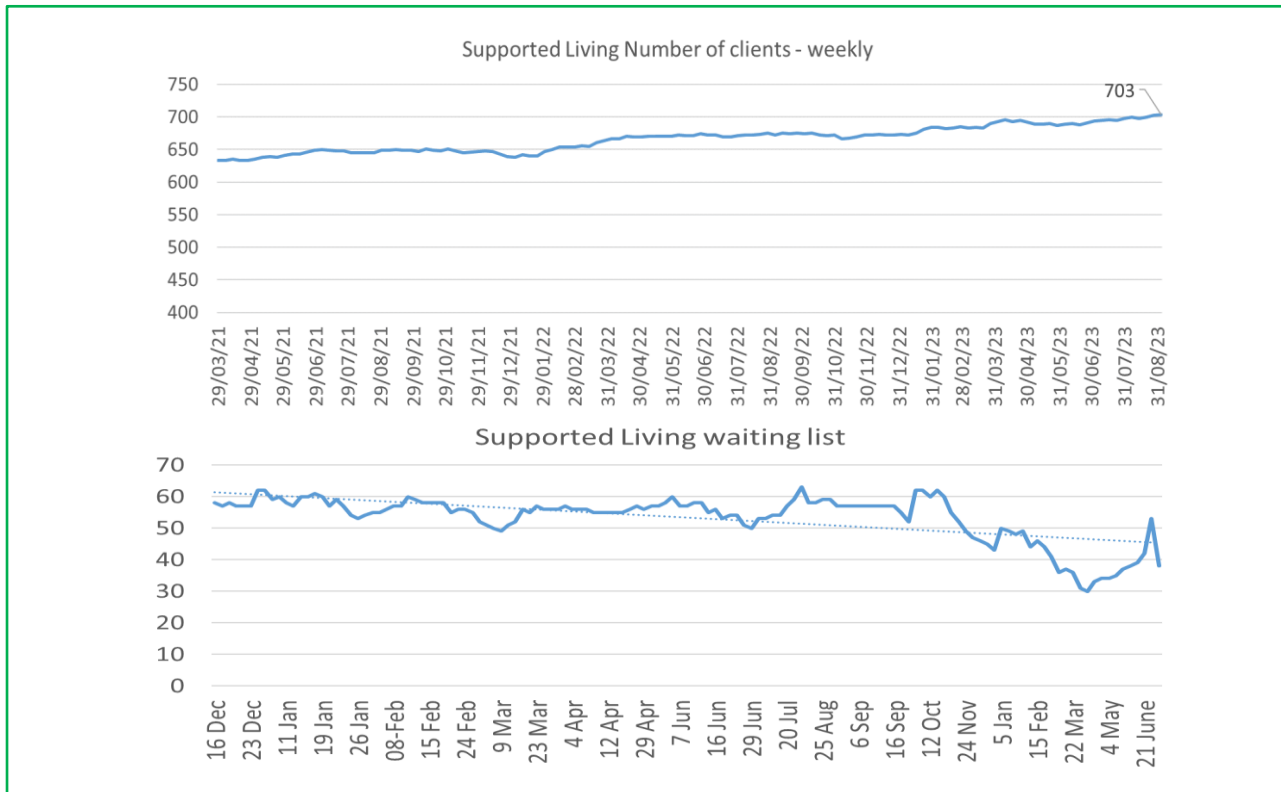
In 2022/23 there were 113 admissions of 65+ to nursing homes, up from 72 in 2021/22 (+56.9%). Lower numbers of admissions to nursing care in June and July 2023 mean that between April and the end of July this year we are recording just four more nursing home admissions (of people aged 65+) when compared to the same period in 2022.

Despite an improving picture regarding the number of admissions, the numbers of people in receipt of nursing care remains high.



**Period to: 11 September, 2023** **Subject: Supported Living**

	29/05/2023	05/06/2023	12/06/2023	19/06/2023	26/06/2023	03/07/2023	10/07/2023	17/07/2023	24/07/2023	31/07/2023	07/08/2023	14/08/2023	21/08/2023	28/08/2023	04/09/2023
Number of people in receipt of supported living	687	689	690	688	691	694	695	696	695	698	700	698	700	702	703
	<b>9 Mar</b>	<b>15 Mar</b>	<b>22 Mar</b>	<b>29 Mar</b>	<b>13 Apr</b>	<b>20 Apr</b>	<b>3 May</b>	<b>4 May</b>	<b>10 May</b>	<b>17 May</b>	<b>23 May</b>	<b>15 June</b>	<b>21 June</b>	<b>24 July</b>	<b>11 Sep</b>
Waiting List	36	37	36	31	30	33	34	34	35	37	38	39	42	53	38



**Narrative**

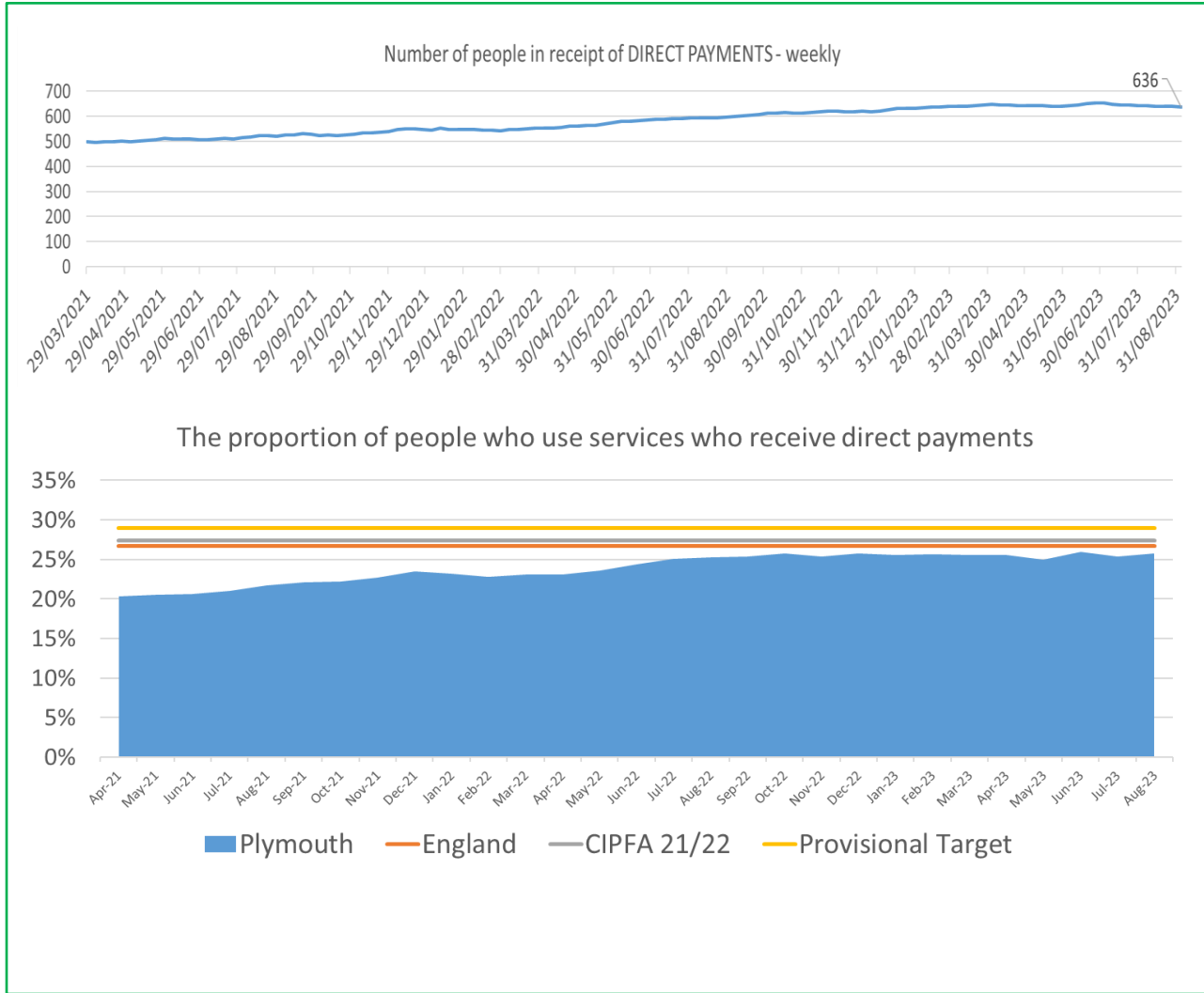
Numbers in receipt of a supported living package of care are on an increasing trend. During the week commencing 4 September 2023 703 were in receipt of a package, this is 1.8% higher than the end of March 2023 and 6.0% higher than March 2022.

Like domiciliary care the waiting list is currently low, on the 23 May, 38 are awaiting a care package, a number that is 40% lower than the waiting list peak of 63 in July 2022.

Period to: 11 September, 2023

Subject: Direct Payments

DIRECT PAYMENTS	29/05/2023	05/06/2023	12/06/2023	19/06/2023	26/06/2023	03/07/2023	10/07/2023	17/07/2023	24/07/2023	31/07/2023	07/08/2023	14/08/2023	21/08/2023	28/08/2023	04/09/2023
Number of people in receipt of DIRECT PAYMENTS	641	642	645	652	653	653	649	646	645	642	642	640	639	639	636
Contracted Spend - weekly	£218,638	£226,572	£266,618	£262,838	£257,913	£267,930	£256,960	£263,275	£257,460	£258,421	£257,949	£264,835	£258,549	£257,325	£258,041



**Narrative**

The number of people in receipt of direct payments is on an increasing trend over the longer term, 637 people were receiving a direct payment at the beginning of April 2023, and this is 15% higher than April 2022 (554) and 28% higher than April 2021 (498).

In recent weeks the number has plateaued somewhat, in the week beginning the 4<sup>th</sup> September 636 were in receipt of a direct payment.

The percentage of people in receipt of direct payments is following the same trend, reaching 25.8% of all service users at the end of August 2023.

Period to: Quarter One, 2023/24

Theme: Safeguarding Outcomes

	Qtr 1 21/22	Qtr 2 21/22	Qtr 3 21/22	Qtr 4 21/22	Qtr 1 22/23	Qtr 2 22/23	Qtr 3 22/23	Qtr 4 22/23	Qtr 1 23/24
Safeguarding enquiry outcomes - risk reduced or removed	87.1%	86.1%	86.4%	79.6%	87.9%	81.9%	93.2%	86.5%	84.7%
Safeguarding enquiry outcomes - asked their desired	79.8%	82.4%	73.5%	77.7%	86.4%	82.8%	85.3%	92.1%	82.1%
Safeguarding enquiry outcomes - MSP outcomes	95.2%	94.4%	98.6%	92.5%	95.3%	97.6%	96.9%	98.6%	98.0%

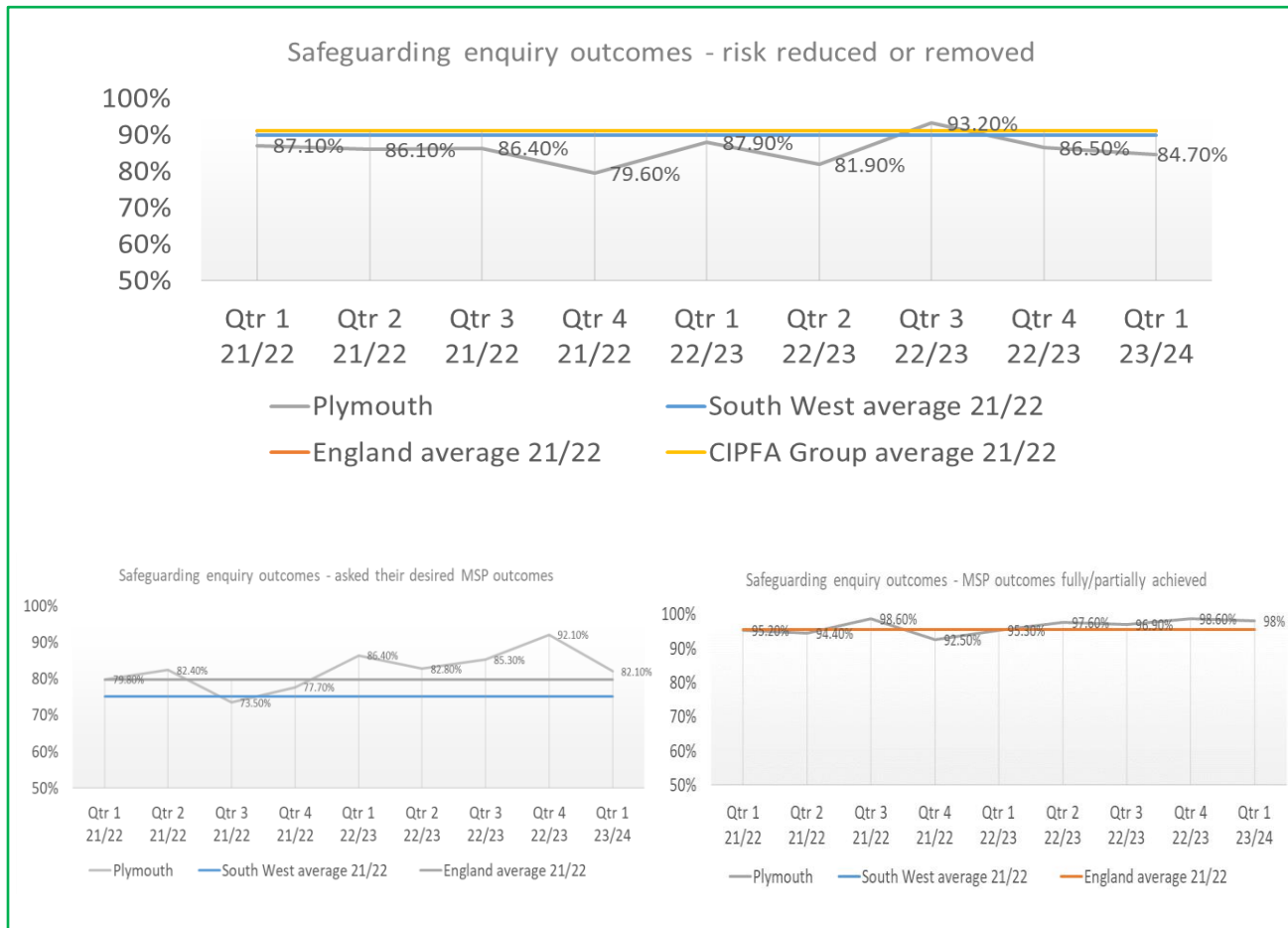
**Narrative**

Safeguarding demand (referral received) increased in quarter one (Q1). The last two quarters have continued the increasing trend in demand that has occurred since Q2 of last year. In Q1 referrals increased by 16 (+0.8%).

In Q1 there were 2,010 (+31 on Q4) safeguarding referrals completed (as opposed received), and of these 231 went on to become a safeguarding concern, i.e. met the criteria for a safeguarding response. This means 11.5% of referrals became a concern, which compares to 9.9% in Q4 and 12.6% in Q3. This tells us that the conversion rate from referral to concern remains low.

Between 1 April 2023 and 30 June 2023, 111 individuals were the subject of a completed safeguarding enquiry. 81 of which expressed a desired outcome at the start of the enquiry (73.0% compared to 77.5% in Q4). The percentage of people not asked about their preferred outcome increased to 17.9%, up from 7.9%.

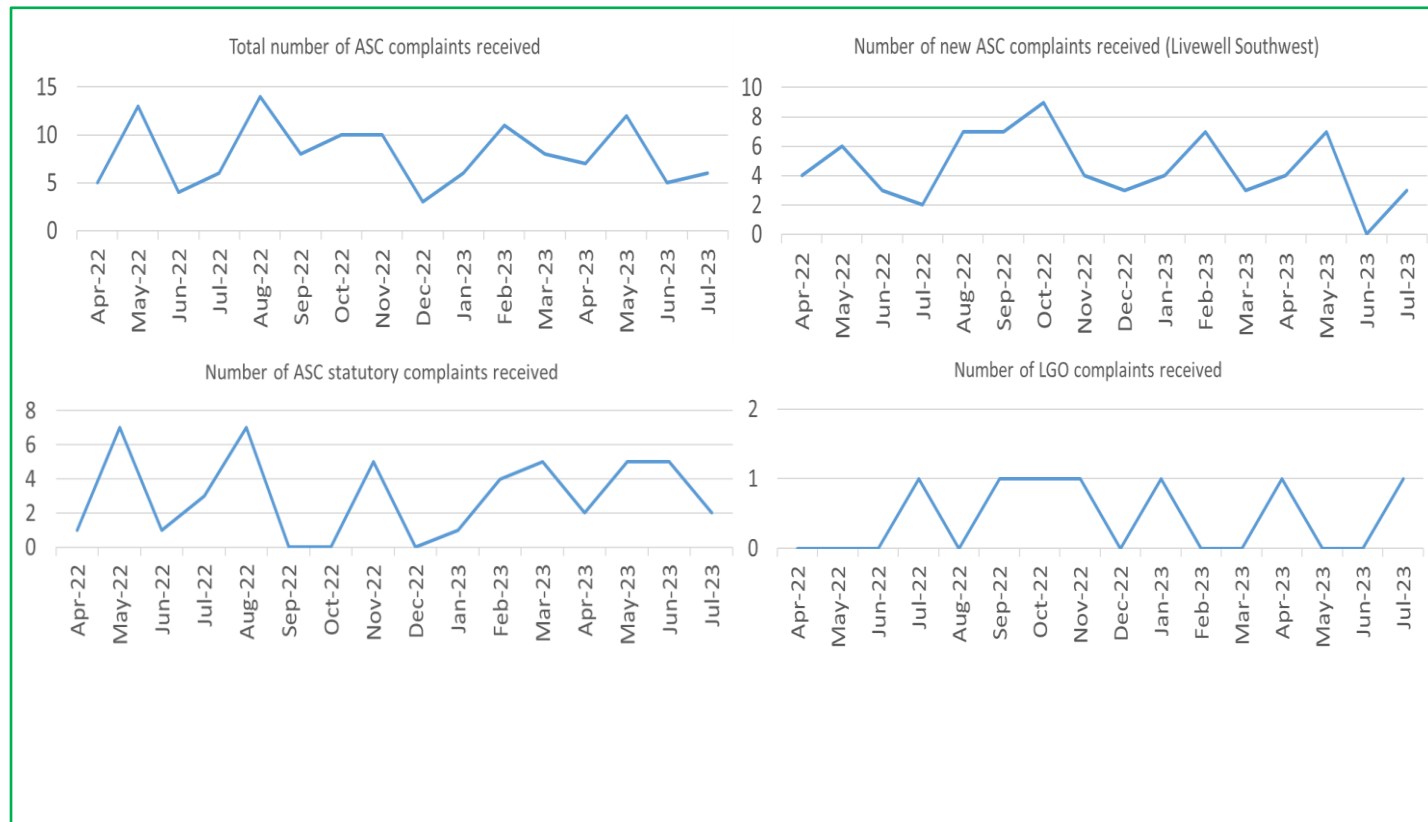
The percentage that has been either fully or partially achieved fell in Q1 to 98.0%, down from 98.6%.



Period to: March, 2023

Theme: Adult Social Care Complaints

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Total number of ASC complaints received	5	13	4	6	14	8	10	10	3	6	11	8	7	12	5	6
Number of new ASC complaints received (Livewell	4	6	3	2	7	7	9	4	3	4	7	3	4	7	0	3
Number of ASC statutory complaints received	1	7	1	3	7	0	0	5	0	1	4	5	2	5	5	2
Number of LGO complaints received	0	0	0	1	0	1	1	1	0	1	0	0	1	0	0	1



### Narrative

Year to date the overall number of ASC related complaints is slightly up on the same period last year. In 2022 there had been 28 complaints received between April and July, this year the number is 30.

Within this there has been a small increase in the number of statutory complaints received by the local authority, rising by two from 12 to 14.

In the same period complaints received by Livewell Southwest are down from 15 to 14 and LGO complaints are up from one to two.

Period to: 31 August, 2023

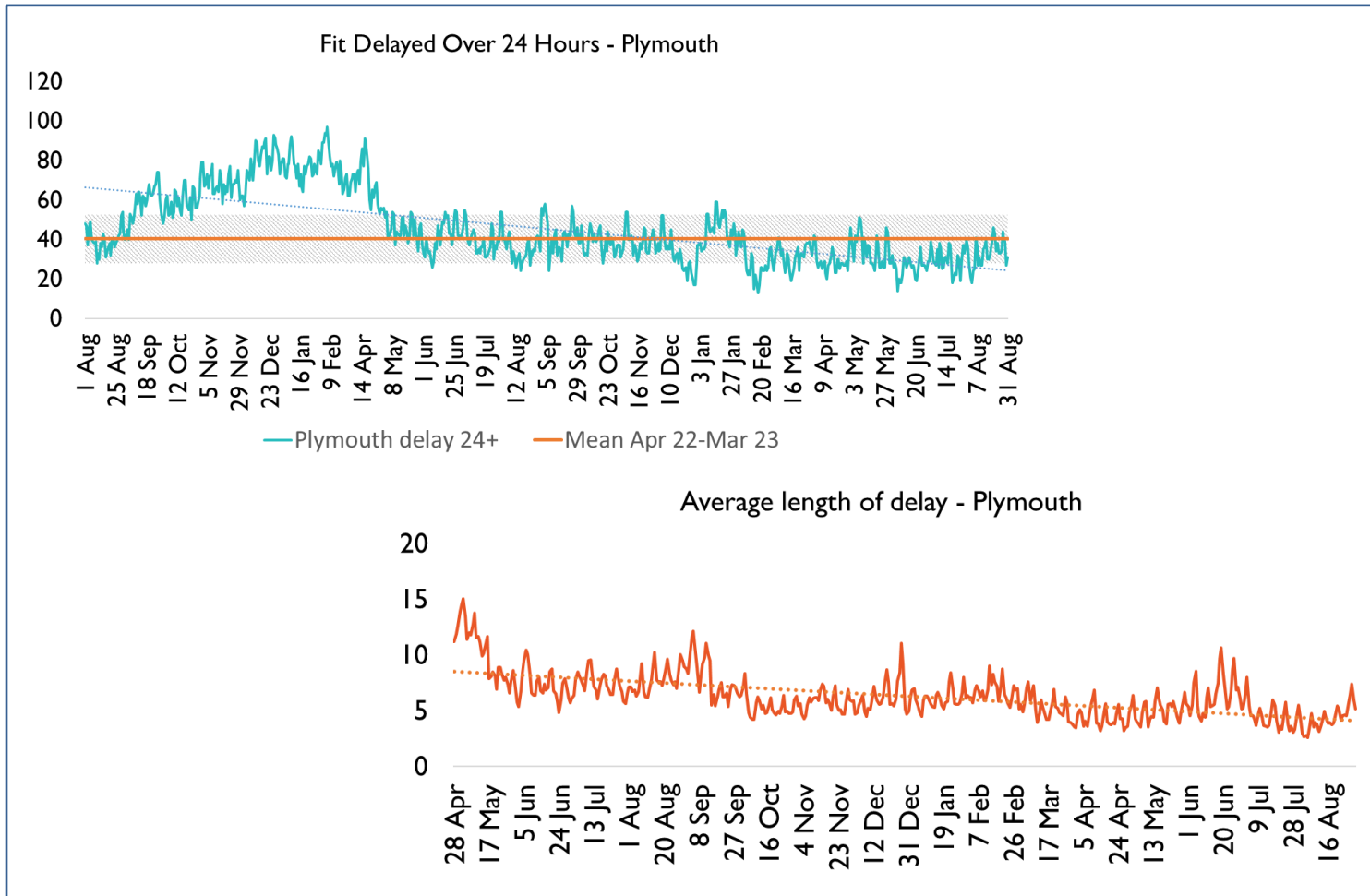
Subject: Hospital Discharge - Delays (Acute setting)

	17 Aug	18 Aug	19 Aug	20 Aug	21 Aug	22 Aug	23 Aug	24 Aug	25 Aug	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug
Plymouth delay 24+	32	35	39	46	43	34	38	33	33	34	44	41	39	27	31
Plymouth - average length of delay	3.9	3.8	3.9	4.8	5.5	5.2	4.2	4.6	4.6	4.6	5.7	6.5	7.4	5.9	5.2
Plymouth Fit for Discharge	50	55	57	50	49	53	63	55	51	48	45	45	43	48	52

**Narrative**

The number of people delayed at University Hospitals Plymouth is on a reducing trend over the longer term. During 2022 the daily average number of delays was 77, between January and August 2023 this average has dropped to 32.

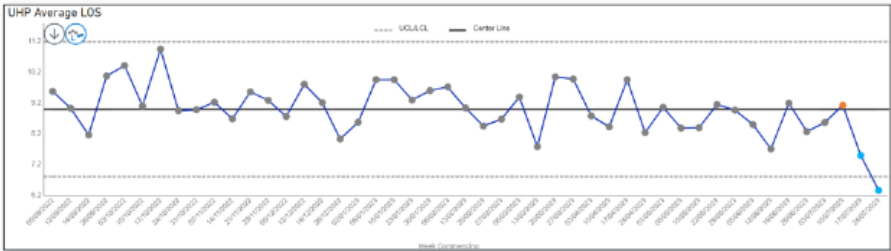
The average length of delay has been on a reducing trend over the longer term and on a steady trend since early September 2022.



**UHP NCTR not Discharged**



**Average Non-elective Length of Stay (by week)– UHP**



**Analytical Commentary:** As of 24<sup>th</sup> July, UHP reported the average weekly percentage of G&A beds that were occupied with patients who had NCTR was 11% (97), an increase of 2% from the previous months report. Criteria led discharge length of stay Programme phase 2 of non-elective programme is being developed at pace. This forms part of the Integrated UEC Improvement Plan response. Further details will be available in next month. As a result of weekend improvements implementation UHP have the highest percentage of weekend NCTR discharges across the region. Significant and sustained reduction with Cornwall NCTR position. 21+ day length of stay patients incorporated into LOS programme with focus on review of general medicine wards standard processes. Discharge Lounge - Increased admin cover continues to be successful with nursing time being released. On average UHP marginally did not achieve the 60% target and achieved 58% of the weekday discharge target at weekends over the last 4 weeks.

**Operational Summary:**

Actions to address are in place with Demand and Capacity schemes planned to continue following evaluation of schemes which have contributed to positive performance and reduction in length of the delay. The LOD performance breakdown by pathway is described below:

- P0 – Pharmacy hub to be located within the Discharge Lounge treatment area from early August. This will enable which will allow the Pharmacy Assistant Technical Officer to review TTAs to reduce continuous prescription requests, dispense ward TTAs and obtain any TTAs that have been dispensed to previous wards. Will continue to work with Matrons and ward teams for early collections. Between 26<sup>th</sup> June and 23<sup>rd</sup> July, the target set is 118 P0 discharges per weekday the trust has achieved on average 123 P0 discharges per weekday (104%).
- Since mid-May the average LOD on:
  - P1 remained at 4 days.
  - P2 Increase from 17 to 19 days.
  - P3 remained at 2 days.