

ADULT SOCIAL CARE ACTIVITY AND PERFORMANCE REPORT

September 2024



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Glossary

ASC	Adult Social Care
CQC	Care Quality Commission
LCP	Local Care Partnership
LGO	Local Government Ombudsman
NCTR	No Criteria to Reside
SALT	Short and Long Term
P1	Home – Continuing Reablement
P2	Short Term Care – Bed Package
P3	Long Term Care – Nursing/Residential

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 the position 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.

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.

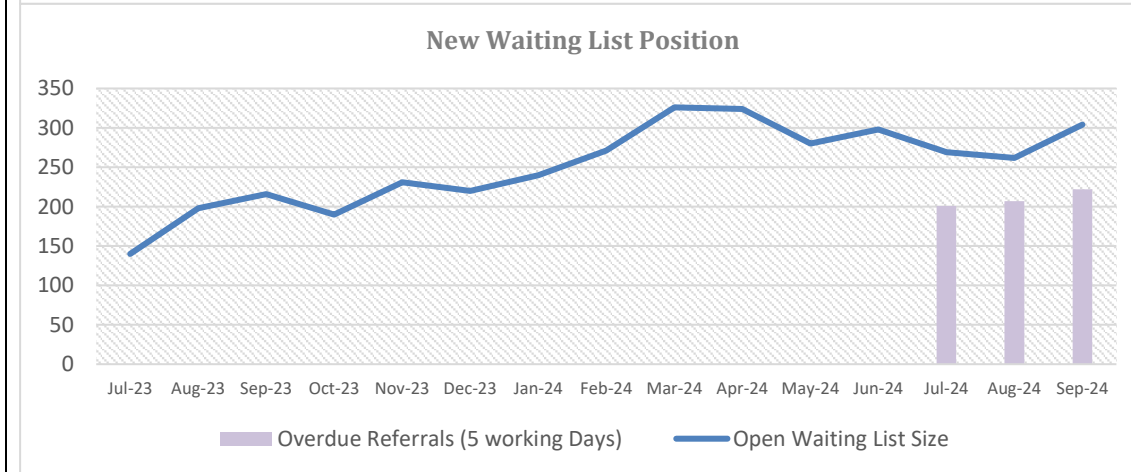
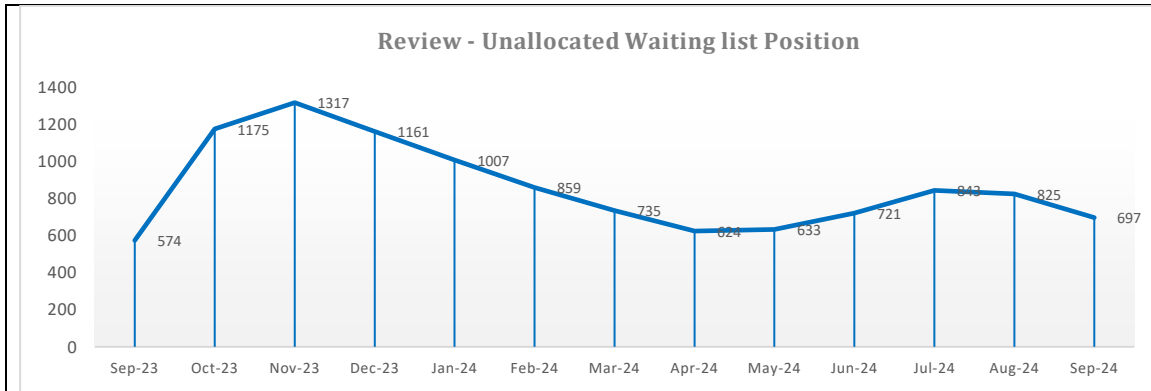
Plymouth City Council has the statutory responsibility for the delivery of all Adult Social Care (ASC) services in Plymouth and will be subject to a CQC assessment by the end of 2025. The Council's partners are playing a significant role in how we prepare for the new assessment framework, including Livewell Southwest, who are commissioned by the Council to provide statutory Adult Social Care services, including assessments and reviews. Meanwhile we are participating in a peer review from the Local Government Association to review our performance and prepare for CQC inspection and this will take place in November 2024.

Below are some key delivery statistics in relation to Adult Social Care in Plymouth
In 2023/24

- 8008 requests for support from new clients
- 3449 people accessed long term adult social care support.
- 966 people received care in a Residential or Nursing Care
- 2483 people received care in a Community Based Setting
- 5227 safeguarding referrals received, leading to 874 safeguarding concerns and 393 section42 enquiries.
- 1786 Carers Assessments undertaken.
- 629 individuals received social care support via a Direct Payment

Theme: Waiting Lists

KPI	April	May	June	July	August	September	Direction	Target
New referrals awaiting response (Livewell contact centre)	324	280	298	269	262	304	▼	
Number of Overdue Assessments (30+ days)	1033	800	762	738	732	721	▼	459
Number of unallocated Assessments	931	646	592	590	605	620	▲	413
Number of reviews undertaken	382	285	307	365	274	216	▼	197



Narrative

Whilst referral demand has remained stable the number of referrals awaiting a response has increased this month after a previous reduction. Livewell are addressing this and trying to reduce the waiting time.

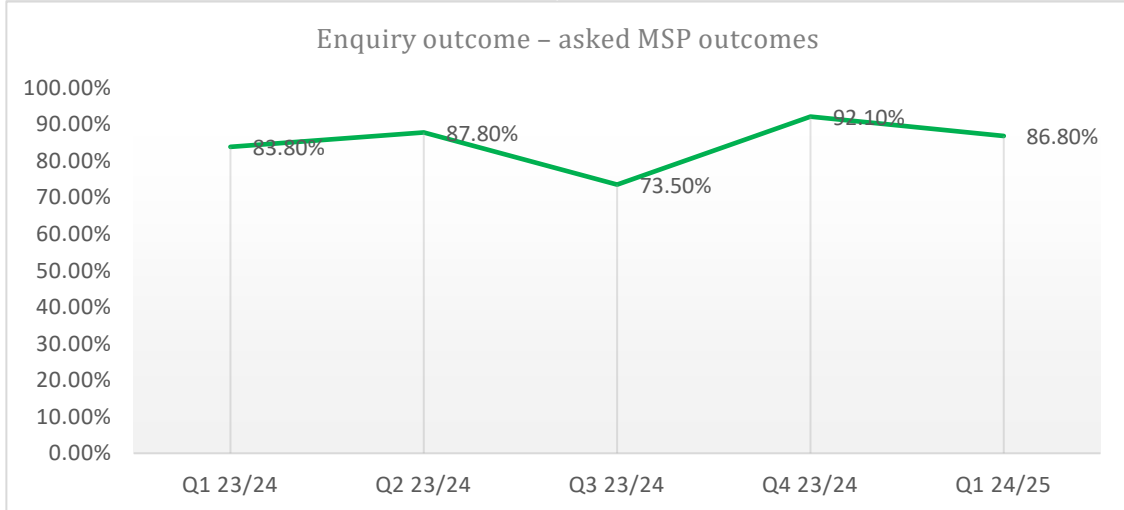
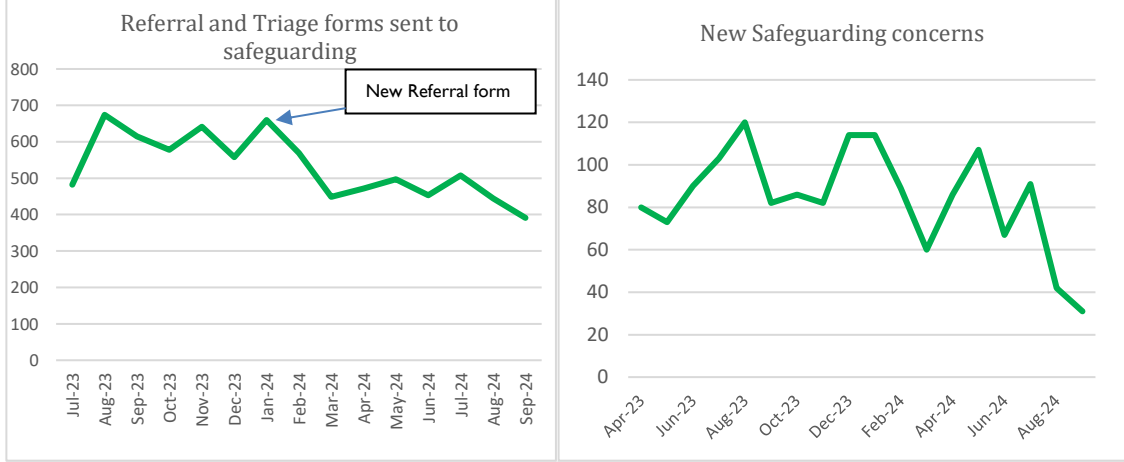
The number of overdue assessments is on a positive downward trajectory due to a focus on improving data quality and focus on reducing any backlog. The number of reviews undertaken varies from month to month and the total number of outstanding reviews has reduced.

There is a workstream focusing on waiting lists management, led by Livewell which is developing a Waiting Well protocol to ensure that people are supported if they need to wait for an assessment.

Reporting period to: 30 September 2024

Theme: Safeguarding

KPI	April	May	June	July	August	September	Direction
Referral and Triage forms sent to safeguarding	472	497	453	508	444	391	▼
Percentage of above that become a concern	18.4%	21.3%	15.9%	18.5%	11.9%	10%	▼
New Safeguarding concerns	86	107	67	91	42	31	▼
S42 Enquiries completed	37	59	32	81	24	43	▲



Narrative

We have seen a reduction in safeguarding concerns because of the revised referral form, building awareness with agencies and the advice line going live. Police, SWAST, other LA and other referrals which do not come in on our form are largely responsible for a greater % of reduced number of referrals in and most of these have been found to not meet the criteria.

Average of 17.2% of safeguarding referrals have become a concern during this financial year. We have recognised that although there has been a reduction in referrals this has only seen a 1% increase on the average from 23/34. Alongside of this we recognise that the last two months of this year have seen a significant change in the % and we're monitoring this closely.

Next Steps

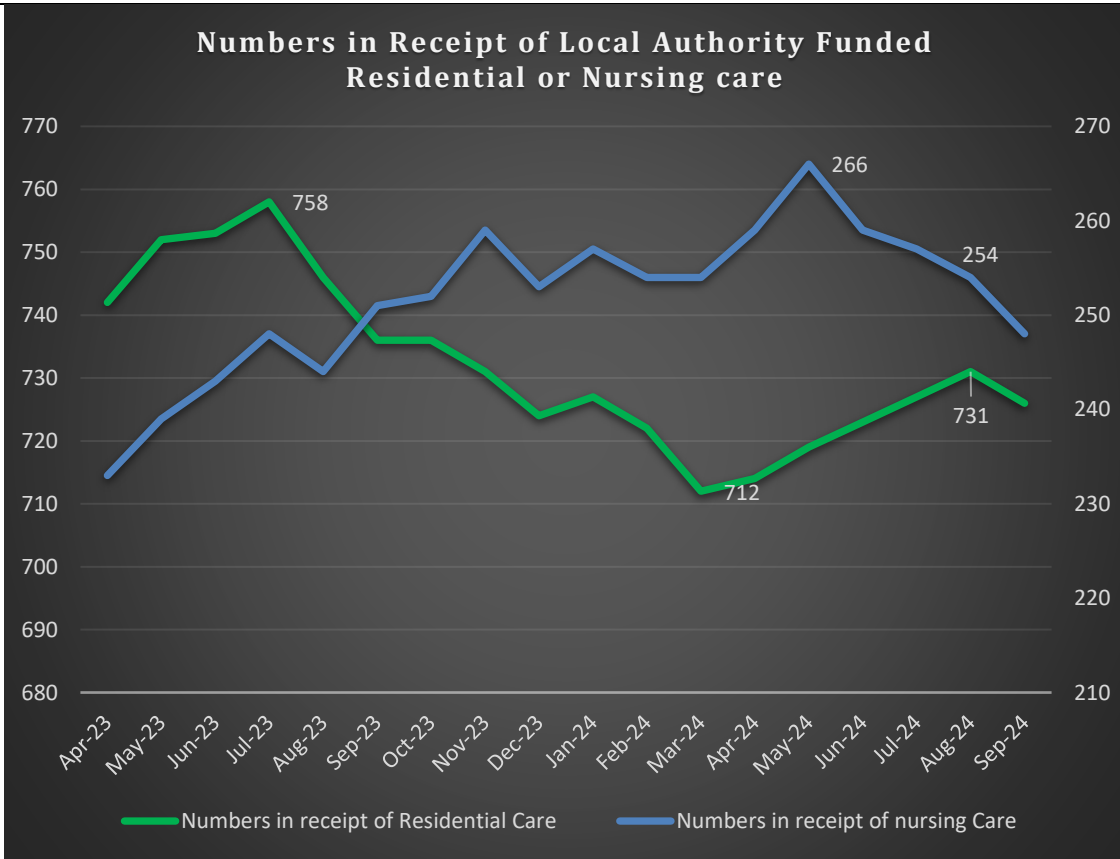
Continue to explore and understand why the % going forward as a concern has reduced within August and September.

Continued efforts are being made to improve awareness of criteria for referrals.

Reporting period to: September, 2024

Theme: Residential and Nursing Care

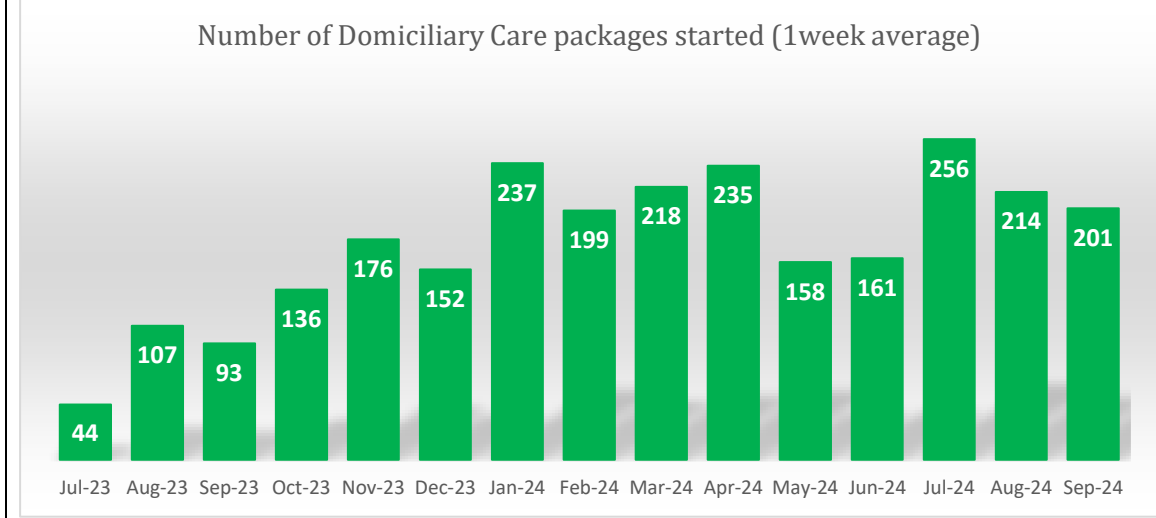
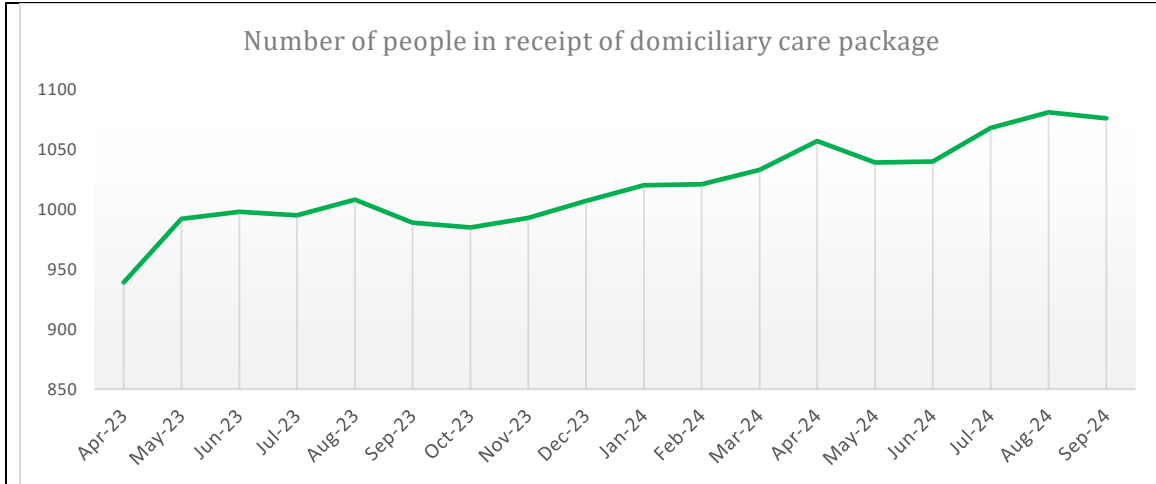
KPI	April	May	June	July	August	September	Direction
Adults aged 65+ whose needs are met by admission to residential/nursing care homes (per 100,000 population)	27	61	86	114	130	144	▲
Adults aged 18-64 whose needs are met by admission to residential/nursing care homes (per 100,000 population)	55.6	125.7	177.2	234.9	267.9	296.7	▲
Adults 65+ whose needs are met by admission to nursing care homes (per 100,000 population)	20	28	37	44	47	47	▲ ▼
Numbers in receipt of Nursing Care	259	266	259	257	254	248	▼
Numbers in receipt of Residential Care	714	719	723	727	731	726	▼



Narrative

There is a positive reduction in the total number of people in receipt of Nursing and Residential care meaning that we are supporting more people to remain living independently at home. We are working closely with our NHS partners to ensure that people leaving hospital are supported to have the choice to return home and can live independently wherever possible.

Reporting period to: September, 2024		Domiciliary Care					
KPI	April	May	June	July	August	September	Direction
Number of people in receipt of domiciliary care	1057	1039	1040	1068	1081	1076	▼
Percentage of Domiciliary Care package opened within one week	94.3%	94.4%	89.9%	90.2%	88.6%	90.1%	▲
Number of Domiciliary Care packages started	235	158	161	256	214	201	▼

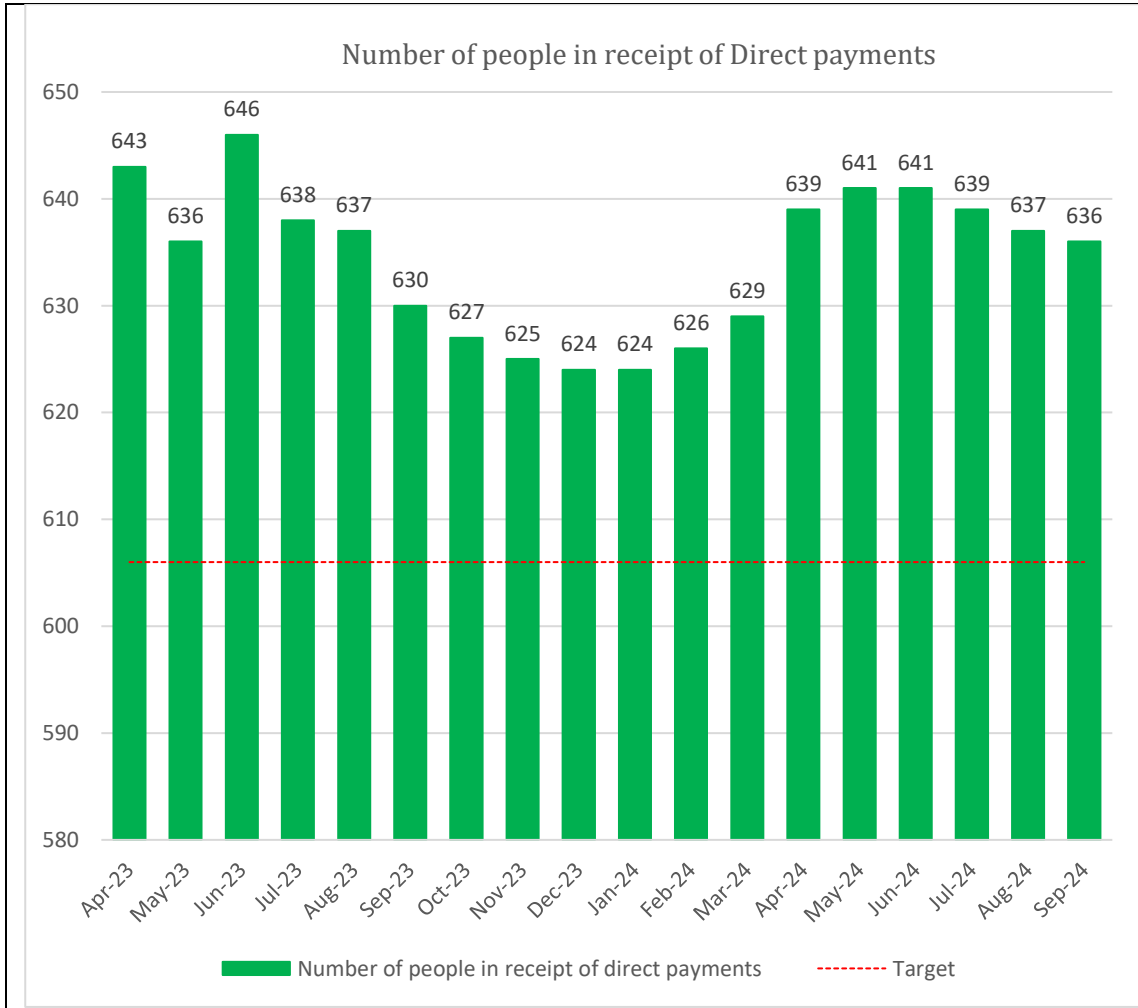


Narrative

The number of people receiving domiciliary care at home has increased slightly over recent months meaning that we are supporting more people at home instead of in a care home. The number of people waiting for domiciliary care support is low (approx. 30 people) and the wait for care to be provided is on average a week. This is very different to during the pandemic when regularly over 200 people could be waiting for care to start.

Reporting period to: September, 2024 Direct Payments

KPI	April	May	June	July	August	September	Direction
Number of people in receipt of Direct Payments	639	641	641	639	637	636	▼



Narrative

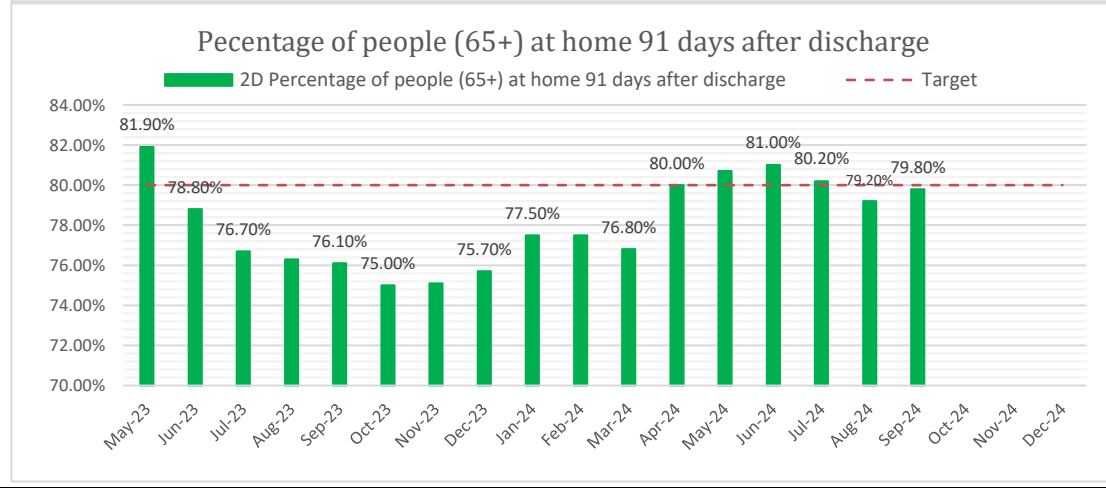
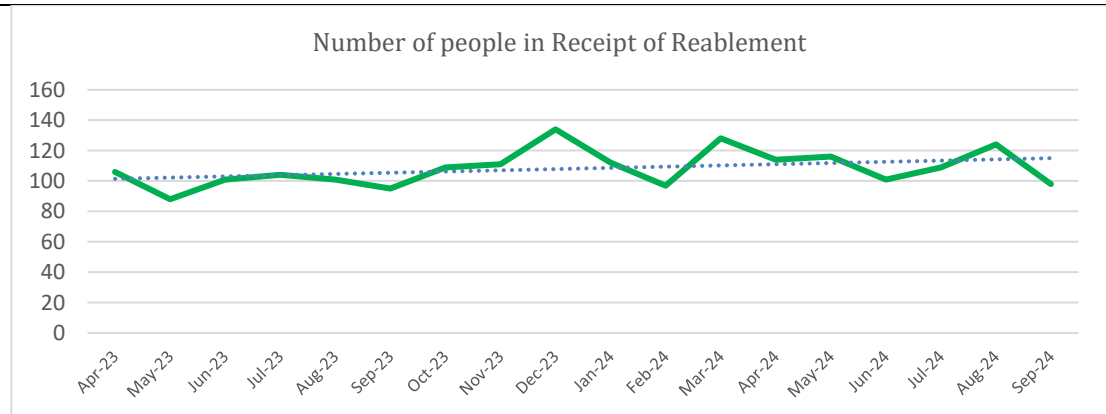
There has been a slight reduction in Direct Payments (DP) numbers over the last four months but remains above the planned forecast of 606.

We are currently developing mandatory direct payment training for all Livewell Southwest staff. This will be rolled out before the end of the financial year and should help to increase the DP numbers and improve the confidence of staff when discussing the option of using Direct Payments. This training may also be rolled out to Deputyships and the Contact Centre Staff.

Reporting period to: September, 2024

Reablement

KPI	April	May	June	July	August	September	Direction
Number of people in receipt of reablement	114	116	101	109	124	98	▼
Percentage of people (65+) at home 91 days after discharge	80%	81%	81%	80%	79%	79.8%	▲
Number of reablement packages started in period	113	121	85	110	105	84	▼
Number of reablement hours delivered in period (predicted)	3429	3570	3144	3626	4651	3902	▼



Narrative

The number of people in receipt of reablement has been relatively stable but has dropped slightly this month due to less referrals. Currently the Reablement service only supports people following an admission to hospital but we have plans to open up the service to community referrals to avoid unnecessary hospital admissions for those who can remain safely at home.

2
complaints received for June, July and August

4
complaints closed for June, July and August

13
complaints received for June, July and August

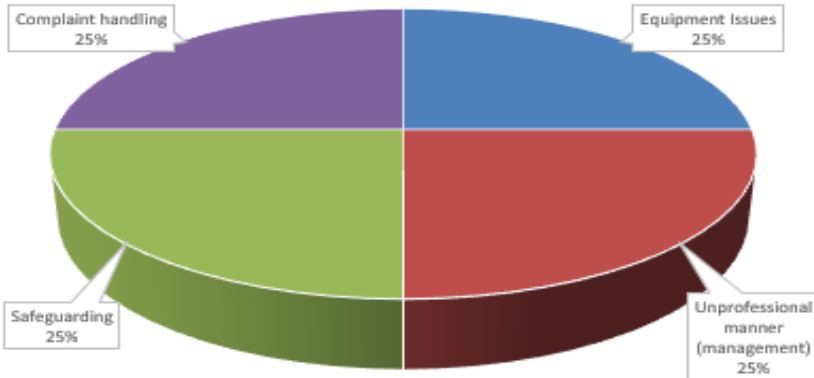
Complaints Received

Reason for complaint

Staff attitude and actions	1
Service quality /appropriateness/lack of	1

Complaint categories only offer an overview of the whole complaint. The chart below breaks down each complaint to identify the areas of service that have attracted the most concerns.

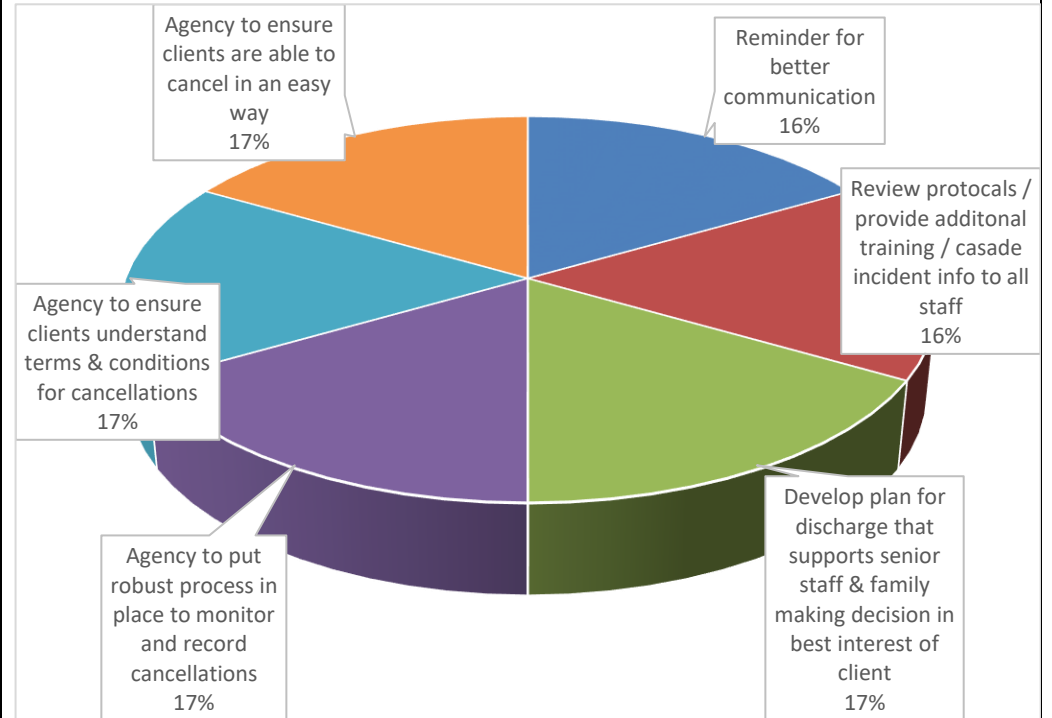
Complaints



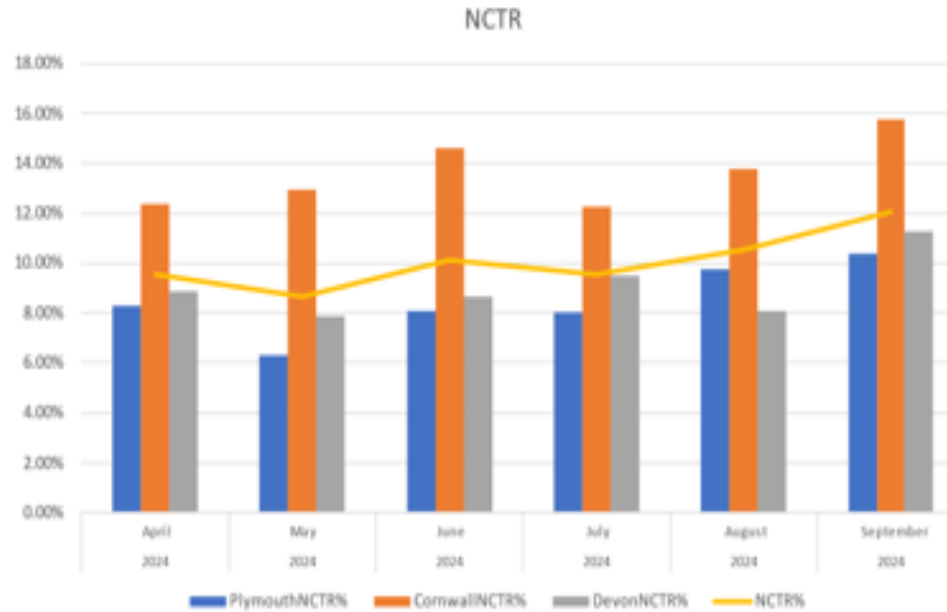
Complaints closed during quarter 2 were all upheld or partially upheld

- Over a 5-month period all complaints investigated about providers have identified some fault with service provision.
- Two key themes have been identified - **complaint handling by the provider** and the **unprofessional manner of staff**.

The service improvements identified by Commissioners in June, July and August are shown below. Providers are being offered training by the Complaints team to improve how they respond to complaints



NCTR September Position



Average NCTR for September is at its highest position since April, 12.03%. The increased position of Plymouth, Devon and Cornwall will have impacted this. Plymouth position is 10.40% compared to the previous position of 9.73% and its low in May of 6.30%. Cornwall NCTR is peaking at 15.67% and Devon has seen a rise to 11.27% from the previous 8.09% - the greatest increase this month, likely impacted by the RAPID capacity.