

# Adult Social Care Activity and Performance Report



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. In addition 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 is taking place in January 2025.

## Below are some key delivery statistics 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 Section 42 enquiries.
- 1786 Carers Assessments undertaken.
- 629 individuals received social care support via a Direct Payment

3,731 currently receiving support (long term and intermediate)

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

# Theme 1: Waiting Lists

Key Performance Indicator	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Target	
New referrals awaiting response (LWSW Contact Centre)	324	280	298	269	262	304	312	214	179	N/A	
Number of Overdue Assessment (30+ Days)	1033	800	762	738	732	721	720	709	724	459	▲
Number of unallocated Assessments	931	646	592	590	605	620	614	499	504	413	▲
Number of Reviews undertaken	382	285	307	365	274	216	290	291	211	200	▼

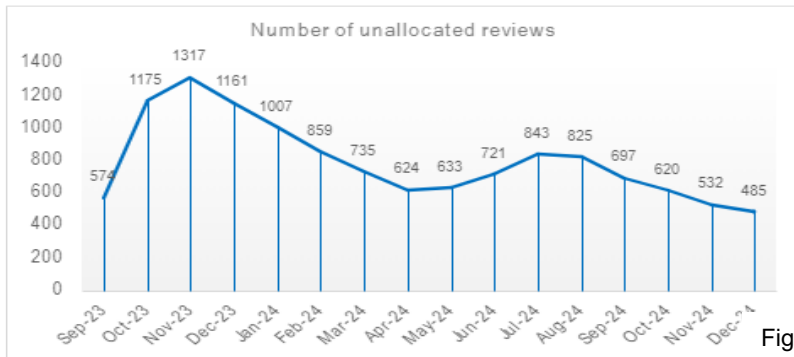


Figure 1

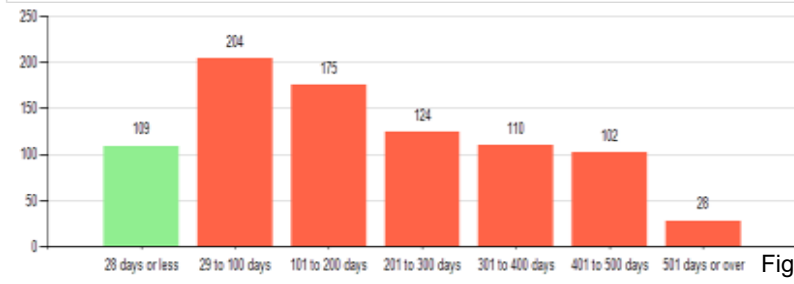


Figure 2

Last Year	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
Number of LTC assessments undertaken - Eclipse (Livewell)	138	199	215	189	204	147	1092
Equivalent Period	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total
Number of LTC assessments undertaken - Eclipse (Livewell)	197	134	146	151	121	109	858
Year on Year Difference	59	-65	-69	-38	-83	-38	-234

## Narrative

### New Referrals

Referral demand has remained stable, and we can see that the targeted work undertaken by Livewell Southwest (LWSW) has seen a 43% reduction in the current waiting list. An initial key performance indicator has been introduced to have no more than 100 new referrals waiting over 5 days and we have seen good progress against this target.

### Assessments/Reviews

We currently have 504 people who are not allocated to a locality team with overall only 34% of all assessments being allocated within 28 days. Following allocation, we have introduced a new data set to monitor the number of days a case remains open on the waiting list. Overall there has been a reduction in the number of assessments undertaken in comparison to 2023 and we are addressing this through our waiting list workstream.

The number of Reviews undertaken each month remains above target due to a dedicated resource

There is a workstream focusing on waiting list management the introduction of a waiting well protocol, led by LWSW to ensure that people are supported whilst they remain on an open waiting list. Alongside this we have undertaken a data accuracy review to identify areas which have impacted on data quality. We have seen a 30% improvement in individual errors over a 9-month period.



## Theme 2: Residential and Nursing Care

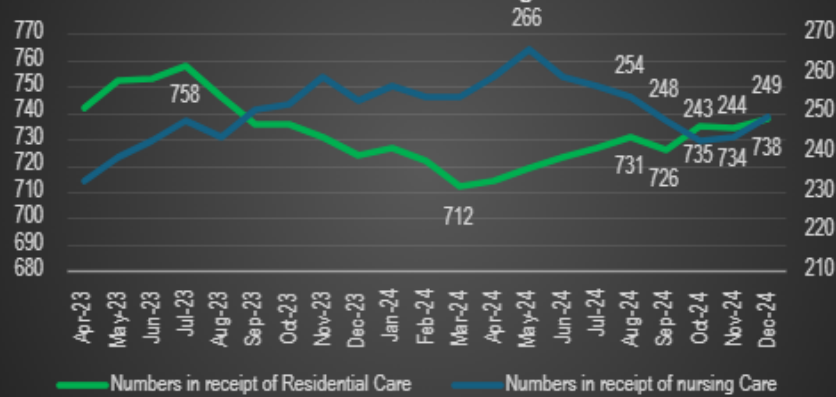
Key Performance Indicator	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Target	
2C Adults aged 65+ whose needs are met by admission to residential/nursing care homes (per 100,000 population)	55.6	70.1	51.5	61.8	37.1	35	53.5	61.9	72.2		▲
Adults aged 18-64 whose needs are met by admission to residential/nursing care homes (per 100,000 population).	1.9	3.7	5.6	5.6	5.6	5.6	6.2	8.1	10		▲
Adults 65+ needs met by admission to nursing care homes	20	28	37	44	47	47	53	62	72		▲
Numbers in receipt of nursing Care	259	266	259	257	254	248	243	244	249	224	▲
Numbers in receipt of Residential Care	714	719	723	727	731	726	735	734	738	735	

### Narrative

Over the last three months we have seen a small increase in the total number of people in receipt of Nursing care, however this is below the peak of 266 placements in May 2024.

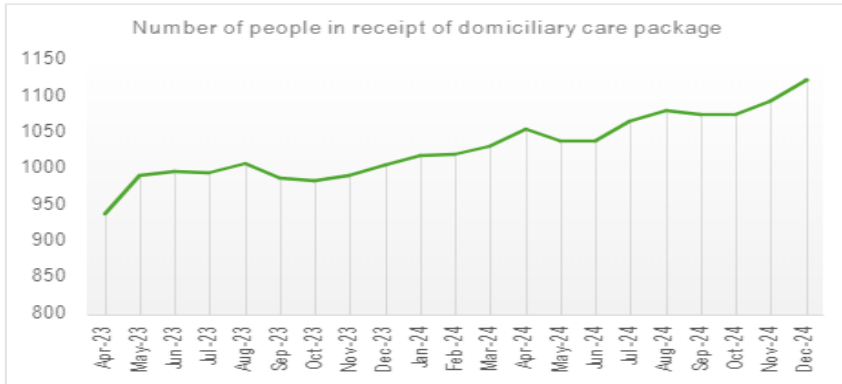
This will continue to be closely monitored to ensure we continue to support more people to remain living independently at home. We are continuing to work closely with our NHS partners to ensure that people leaving hospital are supported to have a choice, and those who wish to return home and live independently are provided with this opportunity.

Numbers in Receipt of Local Authority Funded residential or nursing care



# Theme 3: Domiciliary Care

Key Performance Indicator	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Direction
Number of people in receipt of domiciliary care	1057	1039	1040	1068	1081	1076	1077	1095	1124	▲
Of which in Intermediate Placements							80	52	113	▲
% of Domiciliary Care package opened within one week	94.3%	94.4%	89.9%	90.2%	88.6%	90.1%	87.8%	94%	85.2%	▼
Number of Domiciliary Care packages started	235	158	161	256	214	201	209	205	219	▲
New long-term Domiciliary Care Clients								72	54	▼
% of above from Intermediate Care								51.4%	61.1%	▲



## Narrative

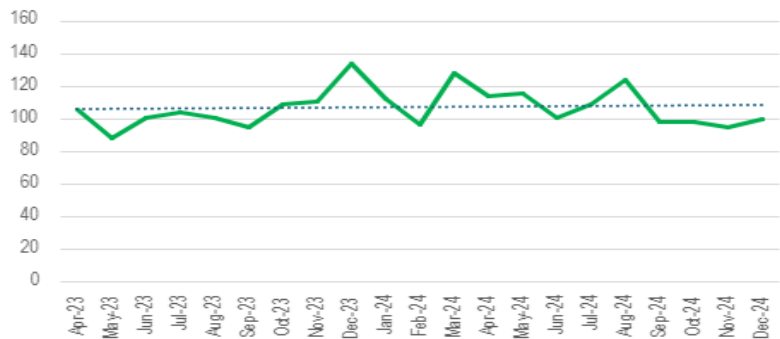
The number of people in receipt of domiciliary care at home has increased over the financial year but remains in line with the year-to-date average of 204 new packages of care commenced within month. Of the 219 new care packages in December 54 have a long-term need, of which 61% are from intermediate care. This is in line with our partnership work with the NHS which aims to support more people to be able to return home, with support if needed, rather than requiring residential care.

In December 24 we saw a 46% increase in intermediate placements compared to November, which we can attribute to Independence at Home capacity – due to the capacity available at that time within reablement care, there was a need to utilise Domiciliary services to ensure continued care and we expect this reduce to previous levels.

# Theme 4: Reablement

Key Performance Indicator	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Direction
Number of people in receipt of Reablement	114	116	101	109	124	98	98	95	100	▲
Percentage of people (65+) at home 91 days after discharge	80%	81%	81%	80%	79%	79.8%	79.9%	79.8%	79.9%	▲ ▼
Number of reablement packages started in period	113	121	85	110	105	84	90	98	112	▲
Number of reablement hours delivered in period (predicted)	3429	3570	3144	3626	4651	3902	3966	3781	3151	▼
Average Length of Time in receipt of Reablement (In weeks)							5.7	4.86	3.46	▼

Number of people in Receipt of Reablement



Percentage of people (65+) at home 91 days after discharge



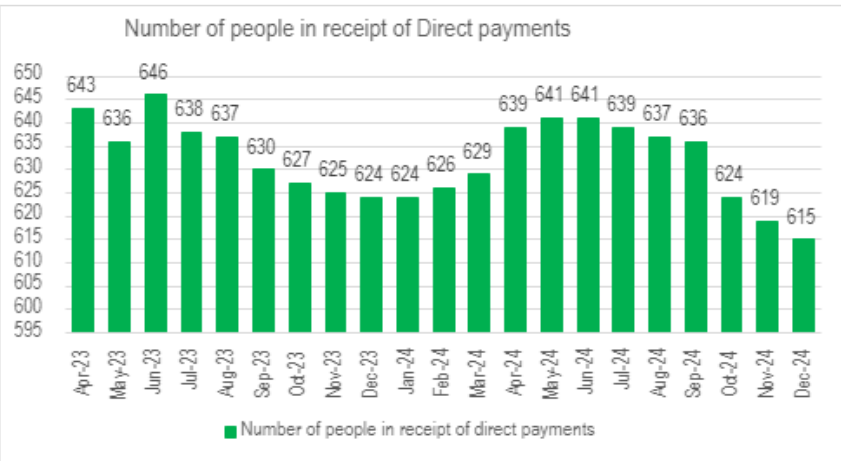
## Narrative

The number of people overall in receipt of reablement packages of care has increased. However, the number of hours delivered in month has decreased by 21%. This is attributed to reduced capacity available within Independence at Home in December and we expect this to return to previous levels in January.

Positively the percentage of people who remain at home following 91 days after discharge has remained within the target time scales. The average length of time in weeks that someone is accessing this type of care has decreased to 3.46%. This can vary depending on the current needs of the clients.

# Theme 5: Direct Payments

Key Performance Indicator	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Target
Number of people in receipt of direct payments	639	641	641	639	637	636	624	619	615	635 ▼



## Narrative

The number of people in receipt of Direct Payments has reduced but we are still at around the national average. This is partly due to an increase in the number of reviews being undertaken where people no longer require support following a review.

There were 120 new Direct Payments set up in 2024.

The target has been reviewed and slightly increased to 635 (26% of all people receiving a long-term service) in order to have a clear target to increase take up of Direct Payments. Mandatory training is being launched across Advanced Practitioners to support wider understanding and promote the option of utilising direct payments. We are also recommissioning our support service and will ensure through doing this that the process of setting up a Direct Payment is as simple as possible.

We received positive feedback from our LGA peer review on the experience of people who use Direct Payments