

# Adult Social Care Activity and Performance Report



The vision for Adult Social Care in Plymouth is to support people to lead "gloriously ordinary lives", living their best life doing the things that matter to them. Living in a place they call home and supported by their own thriving connected community, able to access high quality advice, information and timely local services and support, where appropriate, in a way that they choose.

To support the delivery of our statutory Adult Social Care duties, Livewell Southwest is commissioned by the Council to provide services including assessments and reviews. This is alongside some functions which are retained by the Council..

This report shows 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. We continue to test the effectiveness of how we perform and we invited the Local Government Association to undertake a Peer Review of Adult Social Care in January 2025. This led to a revised improvement plan, and we have seen improvements in most areas including waiting times for assessments & reviews.

The Care Quality Commission completed their inspection of Adult Social Care in Plymouth in June 2025 and we are awaiting their report and findings.

## 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

# ADULT SOCIAL CARE KEY FACTS

## 2024/2025



Adult Social Care service have supported people, and many more through our wider health & care system activity.



**14,563**

Completing **5,127** assessments (including Care Act, Occupational Therapy, Carers, and Mental Capacity Assessments) & **4,023** Reviews of individual care support needs.

Average number of contacts per month via for care & support related to advice or activity.



**838**

Average number of contacts per month via our contact centre

### WELLBEING HUBS



Supported the community through **182,000+** contacts

### CARERS



All Adult Carers – 2021 Census showed **23,956** people provide unpaid care. Of those unpaid carers, 58.1% are aged 26-64 & 35.4% are aged 65-84



Young Carers (0-17) - **1,050**

Number of safeguarding concerns raised:



**6,018**

Number of safeguarding concerns that met threshold for S42 enquiry

**419**

(reducing or removing the identified risk in **352** cases)

£	24/25 Gross Budget	£103m
↑	25/26 Gross Budget	£114m
	People supported by Domiciliary Care Providers	2,218
	People supported in Care Homes	1,273
ECH	Extra Care Housing Places	240
	People supported by Out of Area Care Home Commissioned services	198
	People in supported living	796
DP	People Supported Through Direct Payments	724

# OUR VISION FOR ADULT SOCIAL CARE



## “Gloriously ordinary lives”

*Social Care Futures*

“People living their best life doing the things that matter to them. Living in a place they call home and supported by their own thriving connected community, able to access high quality advice, information and timely local services and support, where appropriate, in a way that they choose.”

**Remaining  
Independent**

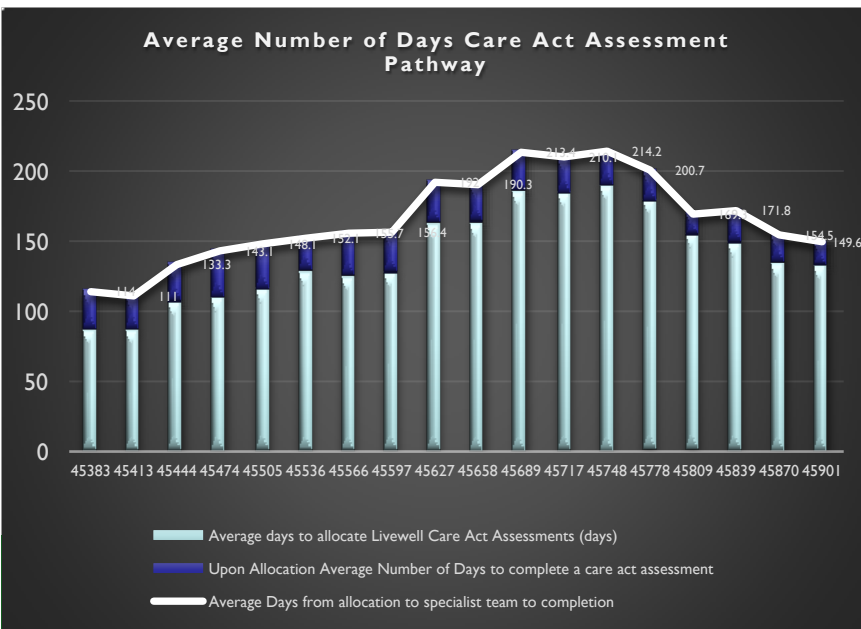
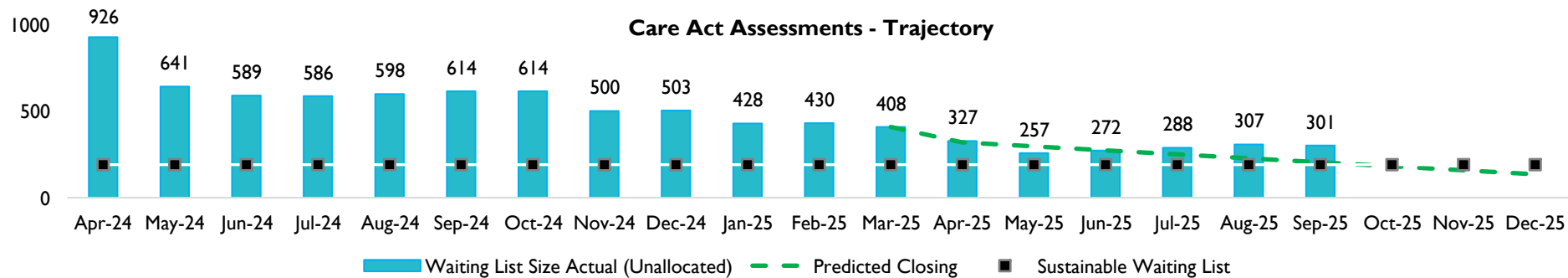
**Effective &  
timely  
assessment**

**Ensuring  
choice &  
control**

**Good quality  
care &  
support from  
a skilled  
workforce**

# Theme I: Waiting Lists – New Care Act Assessments

Key Performance Indicator	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Target	
Number of People Waiting	614	500	503	428	430	408	327	257	272	288	306	301		200	▼
Average number of days for an assessments to be completed (upon allocation)	24.1	31.5	28.9	30.2	27	27.6	25.6	24.3	15.4	23.2	20.1	16.9		20	▲
Number of Care Act Assessments Completed	200	180	154	223	197	186	198	243	221	222	171	178		183	▲



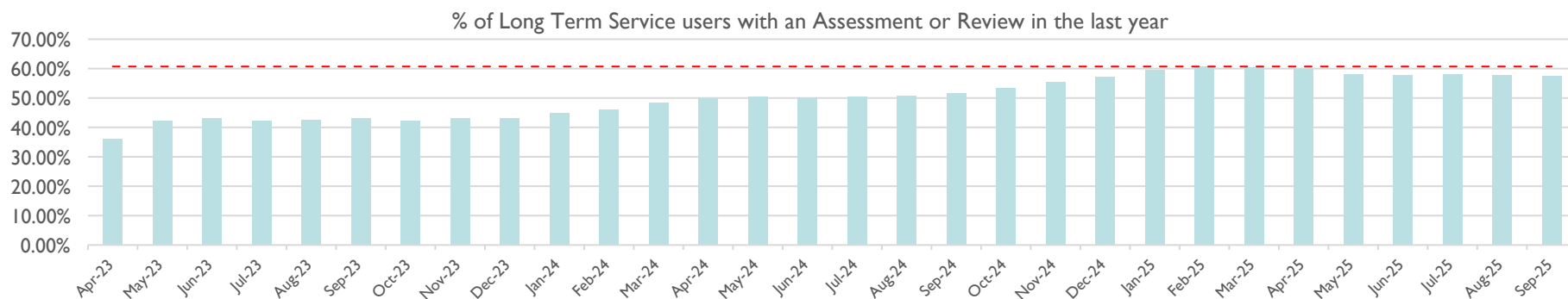
## Narrative

During September 2025, the Contact Centre continued to demonstrate strong performance in line with Care Act responsibilities, with a notable reduction in overall referral volumes and a growing proportion of referrals now coming through self-assessment online forms. Repeat referrals within four weeks dropped to their lowest recorded level at 17.1%, reflecting the positive impact of new triage and call-handling processes.

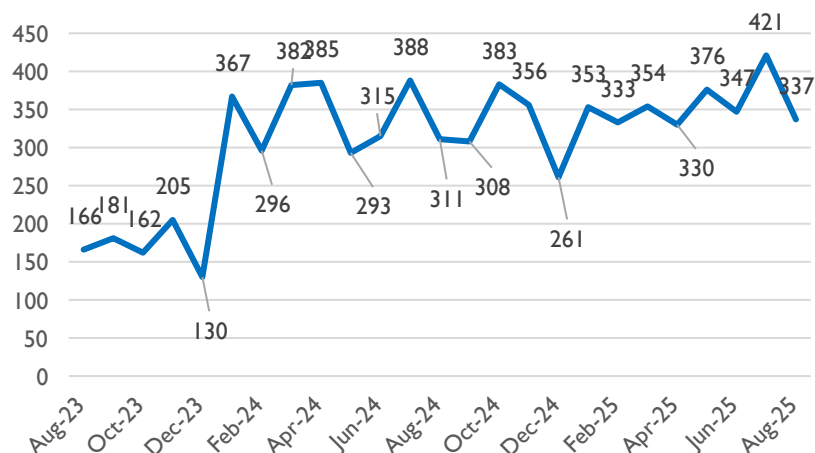
Care Act assessment performance has been impacted due support a number of provider reviews and closures. Subsequently the number of unallocated assessments rose to 301 in August. However, the average time to allocate assessments has improved, and there is a continued focus on length of time people are waiting to be allocated. The average time to complete an assessment after allocation has improved to 16.9 days and remains within target expectations. We remain committed to reduce the length of time people are waiting with a continued focus on the longest waiting people.

# Theme 1: Waiting Lists – Care Act Reviews/Change of Circumstances

Key Performance Indicator	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Target	
% of long-term service users with an assessment or review in the last year	53.40%	55.50%	57.10%	59.40%	60.70%	60.40%	59.70%	57.90%	58.2%	58.1%	57.7%	57.4%		60.7%	▼
% of reviews with increased cost	17%	18%	10%	16%	21%	15%	19%	23%	18%	15%	34%	18%			▲



Number of reviews undertaken



## Narrative

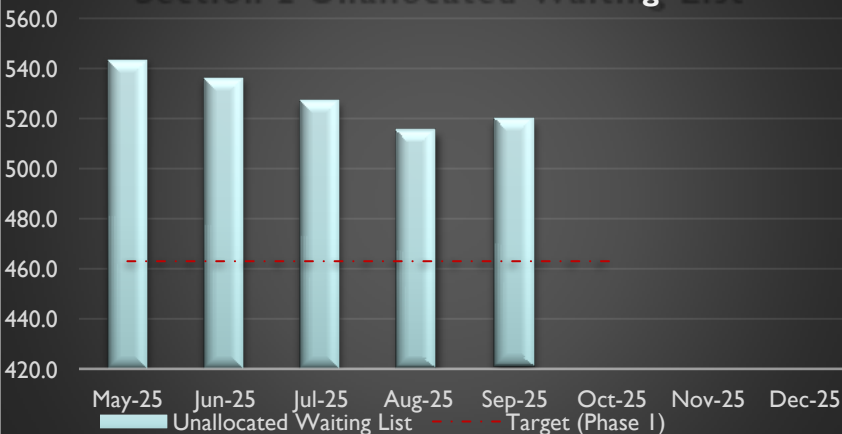
Currently, 57.4% of long-term service users have had an assessment or review in the past year—just shy of the regional target. In August, 34% of reviews resulted in increased support, highlighting our ability to identify and respond to changing needs. However, this figure has since returned to align with the overall yearly average.

Despite added responsibilities, review productivity remains strong and in line with national averages. Most longstanding reviews are complete, so while further efficiencies may be limited, we're focused on reviewing new cases promptly. Reducing waiting lists and delivering timely, responsive care remains a top priority.

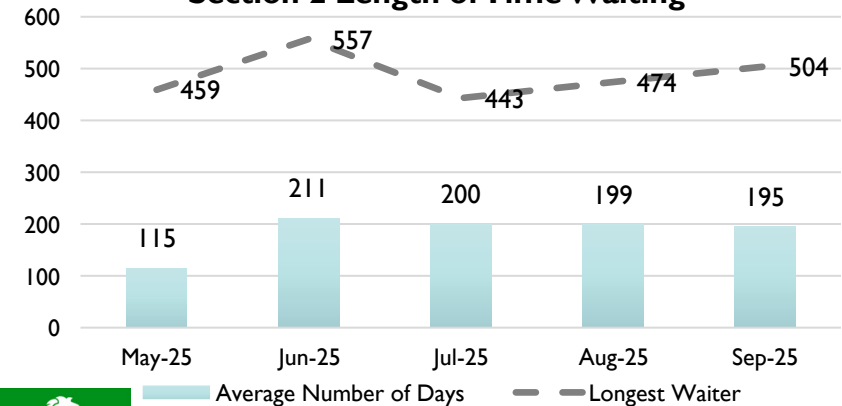
# Theme I: Occupational Therapy – Minor Adaptations

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Target	
Unallocated Waiting List			543.0	536	527	515	519						463	▼
Longest Waiter			459	557	443	474	504						N/A	
Mean Wait (in days)			115	211	200	199	195						150	▼

Section 2 Unallocated Waiting List



Section 2 Length of Time Waiting



## Narrative

Section 2 assessments are a key part of Occupational Therapy, helping identify the right equipment, adaptations, or support to help people live independently and prevent, delay or reduce the development of needs for care and support.

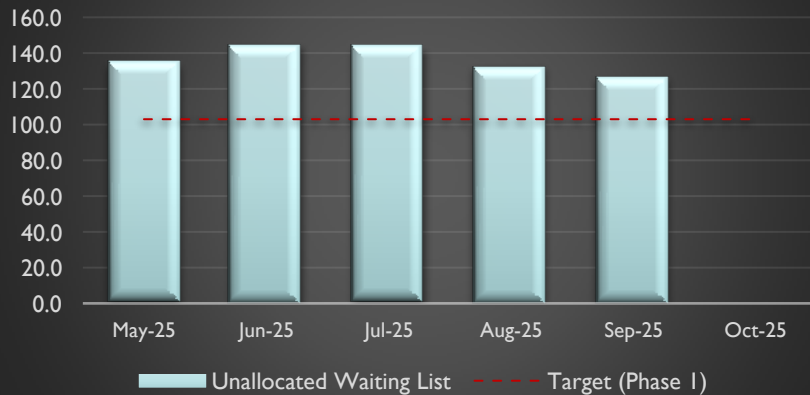
The number of people waiting for a Section 2 Occupational Therapy assessment has reduced over recent months, but further work is needed to bring waiting lists down. To support a clear recovery plan, a phased target approach will be undertaken to achieve the long-term pathway aspiration. The first phased target is to reduce the average wait to 463 days by November 2025,

Livewell Southwest are engaged in an improvement programme which will formulate a clear recovery plan aligned with the wider transformation programme, by proposing a shift toward early intervention and community-based support. Key initiatives include encouraging private equipment purchases for those without eligible needs, reintroducing services like Care & Repair, and better use of community hubs to reduce reliance on formal care. The plan also suggests raising the minor adaptation budget threshold and streamlining access to basic equipment through self-referral and partnerships with local suppliers releasing capacity within the team to concentrate on the waiting list backlog.

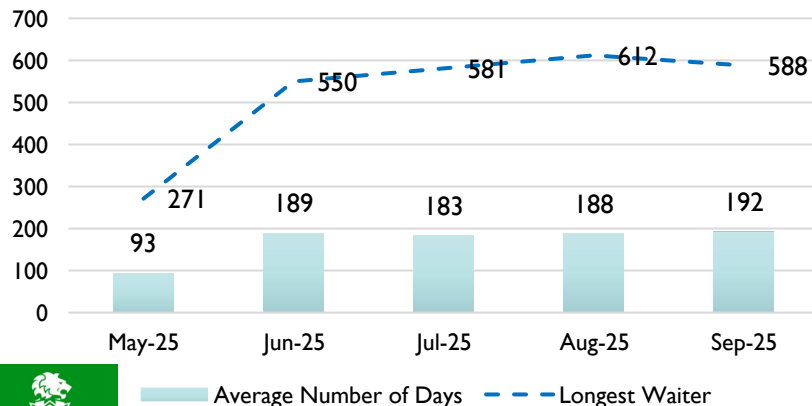
# Theme I: Occupational Therapy – Care and Support

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
Unallocated Waiting List			134.0	144	143	132	126							103 ▼
Longest Waiter			271	550	581	612	588							N/A
Mean Wait (in days)			93	189	183	188	192							150 ▲

## Section 9 Unallocated Waiting List



## Section 9 Length of Time Waiting



## Narrative

These individuals are already receiving care but require assessments for adaptations, equipment, or rehabilitation under Section 9 of the Care Act.

In September, 126 people were waiting for assessment—exceeding the Phase I target of 103. The average waiting time is 192 days, with the longest recorded wait at 612 days. While some progress has been made, further action is needed to reduce both the number of people waiting and the length of time they wait. The service continues to prioritise person-centred assessments to ensure residents receive the support they need to live safely and independently.

Livewell Southwest exploring opportunities to address these challenges. These opportunities include phasing out non-essential evidence provision, introducing online financial screening prior to Disabled Facilities Grant (DFG) assessments, and developing integrated teams to improve throughput and reduce duplication. The plan also supports the use of video assessments for housing suitability and explores accreditation for non-Occupational Therapy (OT) staff to prescribe equipment. These steps aim to ensure assessments are timely, targeted, and legally compliant.

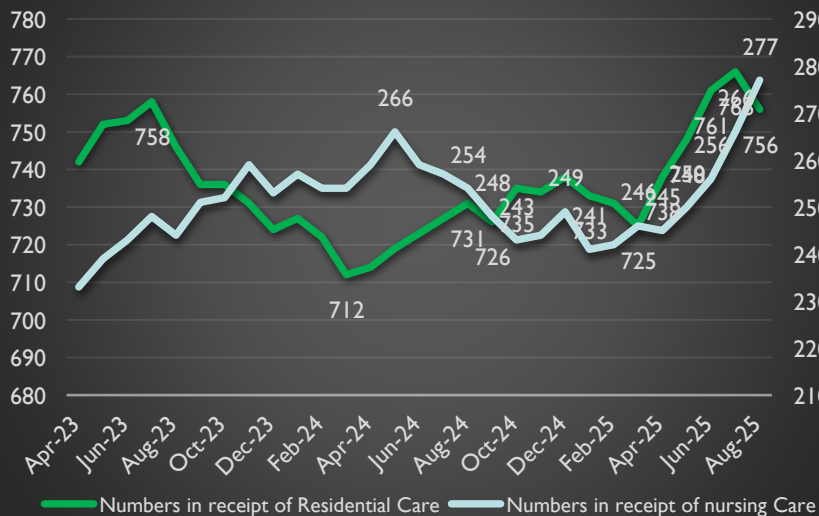


## Theme 2: Residential and Nursing Care

Key Performance Indicator	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Target	
2C Adults aged 65+ whose needs are met by admission to residential/nursing care homes (per 100,000 population)	368	426.5	498.7	562.5	614.1	710.9	41.2	90.7	131.9	210.2	261.7	355.9		594	▲
Adults aged 18-64 whose needs are met by admission to residential/nursing care homes (per 100,000 population).	6.2	8.1	10	11.2	12.4	15.6	3.1	5	7.5	9.3	9.3	13.7		N/A	▲
Numbers in receipt of nursing Care	243	244	249	241	242	246	245	250	256	266	277	281		224	▲
Numbers in receipt of Residential Care	735	734	738	733	731	725	738	748	761	766	756	772		735	▲

### Narrative

**Numbers in Receipt of Local Authority Funded residential or nursing care**



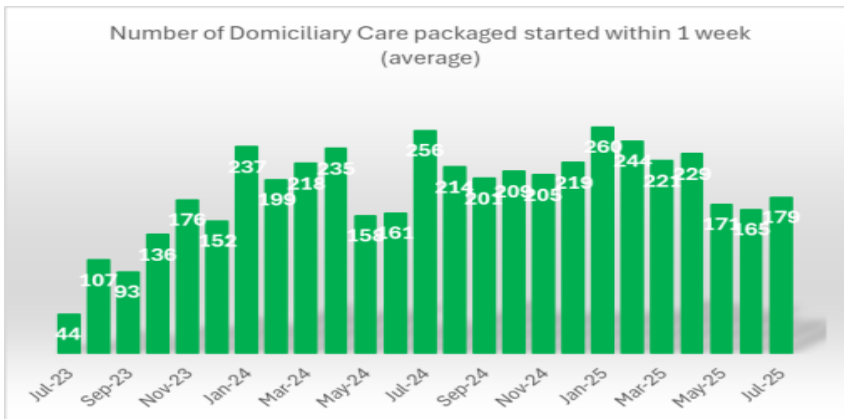
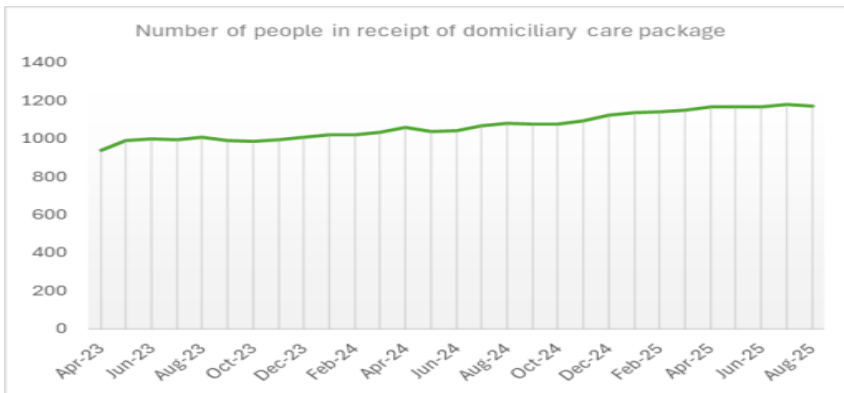
The number of older adults (aged 65+) being supported in residential and nursing care homes continues to rise, with both categories now exceeding target levels. As of the latest report, 772 people are in receipt of residential care and 281 are receiving nursing care, marking the highest residential care placements since April 2023. This reflects sustained and growing demand for long-term care.

While nursing care numbers have fluctuated, the overall trend shows a steady increase in people needing this support. These patterns highlight increasing pressure on care home capacity and underline the need for ongoing strategic planning to ensure services remain sustainable and able to meet the needs of Plymouth's older residents.



## Theme 3: Domiciliary Care

Key Performance Indicator	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Target
Number of people in receipt of domiciliary care	1077	1095	1124	1135	1140	1149	1165	1168	1167	1179	1173	1184		▲
Of which in Intermediate Placements		72	54	58	68	115	111	113	91	81	71	72		▲
% of Domiciliary Care package opened within 1 week	87.80%	94.00%	85.20%	93.50%	94.60%	85.30%	85.10%	78.30%	78.30%	78.30%	81.80%	81.8%		▲▼
Number of Domiciliary Care packages started	209	205	219	260	244	221	229	171	165	245	186	230		▲



### Narrative

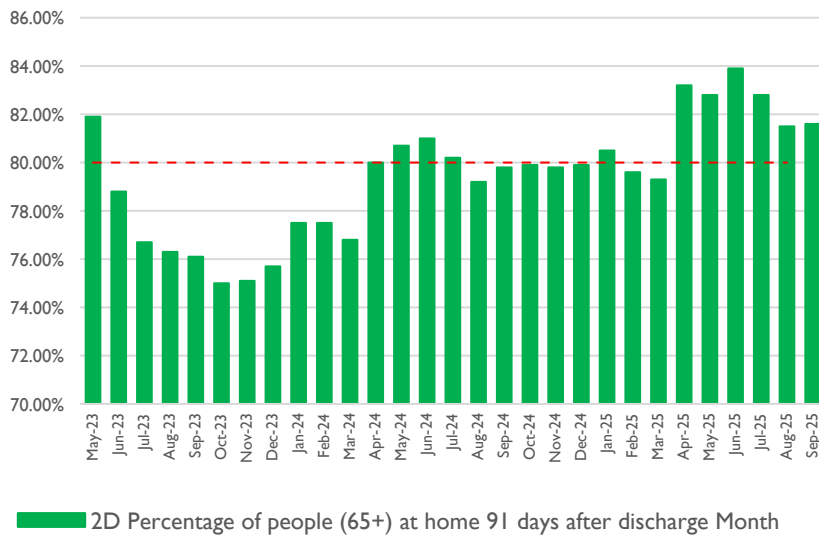
The number of people receiving domiciliary care in Plymouth has steadily increased over the past year, reaching 1184 people in August. The proportion of care packages started within one week has recently improved to 81.8%, following a period where this figure was lower than usual. The number of new care packages started each month has fluctuated, with 245 new packages opened in August. The service continues to support a growing number of residents, with ongoing efforts to improve the speed at which care is arranged and to ensure timely support for those in need.

Continued engagement with local providers has helped manage the waiting list, and a strategic review of market capacity is underway to support timely access to care.

## Theme 4: Reablement

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Target	
Number of people in receipt of Reablement	98	95	100	133	137	125	149	130	159	144	148	136		N/A	▼
Percentage of people (65+) at home 91 days after discharge	79.90%	79.80%	79.90%	80.50%	79.60%	79.30%	83.20%	82.80%	83.9%	82.80%	81.5%	81.6%		80%	▲
Number of reablement packages started in period	93	104	112	118	104	118	110	108	133	122	112	110			▲
Actual reablement hours in period	3781	3151	3842	4356	4416	4547	4097	3144	3833	5214	5172	4993			▼
Average Length of Time in receipt of Reablement (In weeks)	5.7	4.86	3.46	4.03	4.61	4.99	4.8	5.5	4.4	4.5	5.2	5.3		6.0	▲

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



### Narrative

The average length of reablement care in Plymouth remains below the national target at 5.3 weeks, and the percentage of people remaining at home 91 days after discharge continues to exceed the 80% target.

Despite significant resourcing challenges in August due to high sickness absence and annual leave, the service continues working on prevention and recruitment to address staffing gaps. Early planning is underway for a bridging service to reduce waiting times for those awaiting long-term care.

The number of people receiving reablement remains at an effective level, and the service continues to prioritise timely and positive outcomes for residents.

## Theme 5: Direct Payments

Key Performance Indicator	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Target	
Number of people in receipt of direct payments	624	619	615	605	605	603	595	602	612	608	606	637		635	▲
Number of new Direct Payments in Month					19	8	10	6	10	2	0	16		8	▲
People in receipt of direct payments Over 65						480	472	478	488	485	483	510			▲
People in receipt of direct payments Under 65						123	123	124	124	123	123	127			▲



### Narrative

The number of people accessing the direct payment services is in line with the internal target for the first time this financial year. People under 65 make up 20% of the current users.

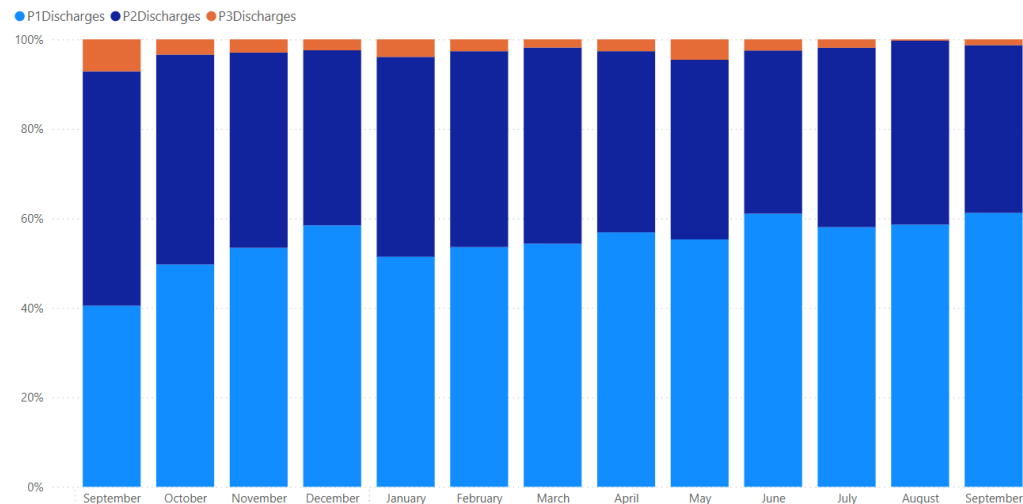
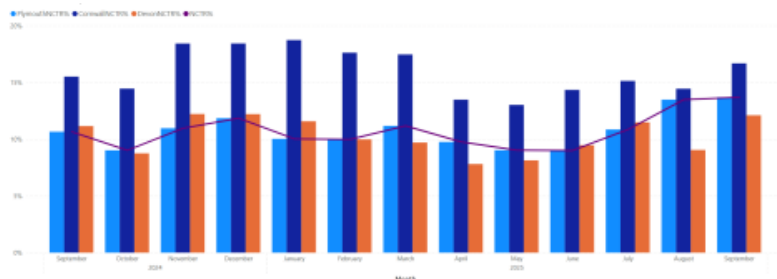
The in-house banking service is now live as an internal function, and work continues to strengthen training across Livewell Southwest to support improved engagement.

# P1 Performance Update



This metric represents the proportion of patients with *No Criteria to Reside* and is calculated from when the patient is medically fit for discharge and when they leave the hospital.

**Our target for NCTR is 9%.**



## Some of the contributing factors to support improvement in performance:

- Hospital ward improvement programme - an increased focus has been placed on planning for discharge. With better use of EDDs and clearer planning, particularly into the weekend, the trust have reduced late cancellations due to avoidable issues.
- Use of PDDs to keep wards informed of discharge bookings and support patient readiness
- Since the closure of the MGH capacity the IHDT have been reviewing patients identified as P2 community hospital and offering a second tier of challenge. This has resulted in pathway change (from P2 to P1) for 24 patients over the past 4 weeks.
- Daily visibility of capacity and better collaborative working across IHDT / D2A Team to utilise cancelled slots where possible