

# Adult Social Care Activity and Performance Report

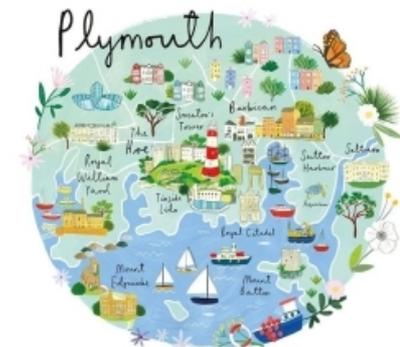


The vision for Adult Social Care in Plymouth is to support people to lead "gloriously ordinary lives", living their best life doing the things that matter to them. Living in a place they call home and supported by their own thriving connected community, able to access high quality advice, information 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 have an improvement plan and transformation programme to support us in continuing in our journey to delivery outstanding levels of care.

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
PI	Returning Home – with Reablement support
P2	Short Term Care – Bed Package
P3	Long Term Care – Nursing/Residential



# OUR VISION FOR ADULT SOCIAL CARE



**PLYMOUTH**  
CITY COUNCIL

## “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**

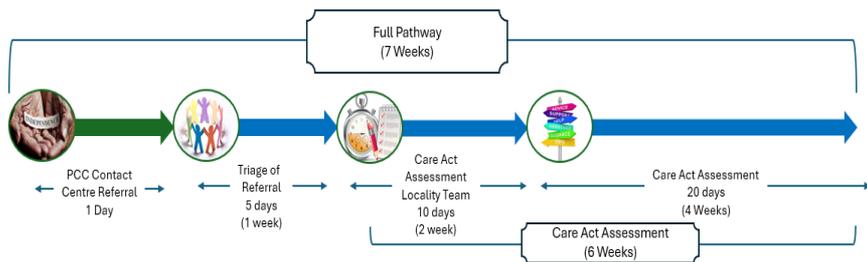
**Effective &  
timely  
assessment**

**Ensuring  
choice &  
control**

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

# Theme I: Waiting Lists – New Care Act Assessments

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target	
Number of People Waiting	408	327	257	272	288	306	301	336	324	369	366			200	▼
Number of Care Act Assessments Completed	186	198	243	221	222	171	178	210	186	147	170			200	▲
Average number of days to complete an assessment	210	214.2	200.7	169.3	171.8	154.5	149.6	156.4	144.8	155	160.2			120	▲

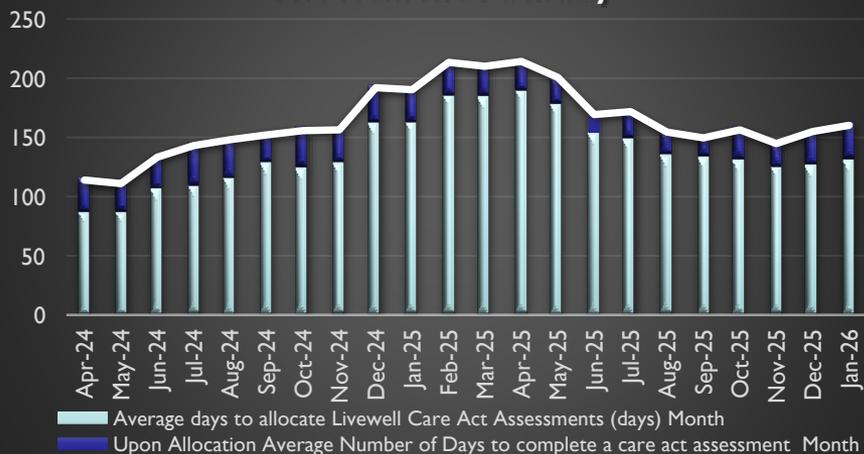


## Narrative

January saw an increase in new referrals, with the service maintaining compliance with the 5-day initial triage target throughout the period. This increase in demand is consistent with expected seasonal trends and was mitigated by a higher volume of completed Care Act assessments.

The team have increased this activity through January, but we recognise that there is still an extended wait for a care act assessment to be completed. Our current delay remains in the allocation of work to a social worker; upon allocation the average time of completion is 29 days. The longest-waiter-first approach to waiting list management, alongside robust risk management arrangement continues to be applied, to ensure individuals remain safe while awaiting formal assessment.

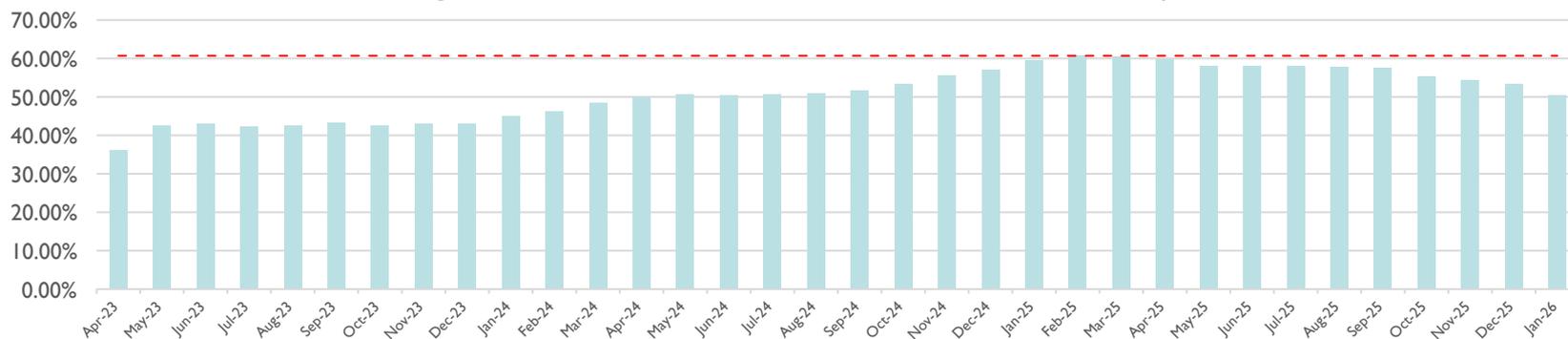
### Average Number of Days Care Act Assessment Pathway



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

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target	
% of long-term service users with an assessment or review in the last year	60.4%	59.70%	57.9%	58.2%	58.1%	57.7%	57.4%	55.4%	54.3%	53.4%	50.0%			60.7%	▼
% of reviews with increased care	15%	19%	23%	18%	15%	34%	18%	21%	21%	21%	13%			TBC	▼

% of Long Term Service users with an Assessment or Review in the last year



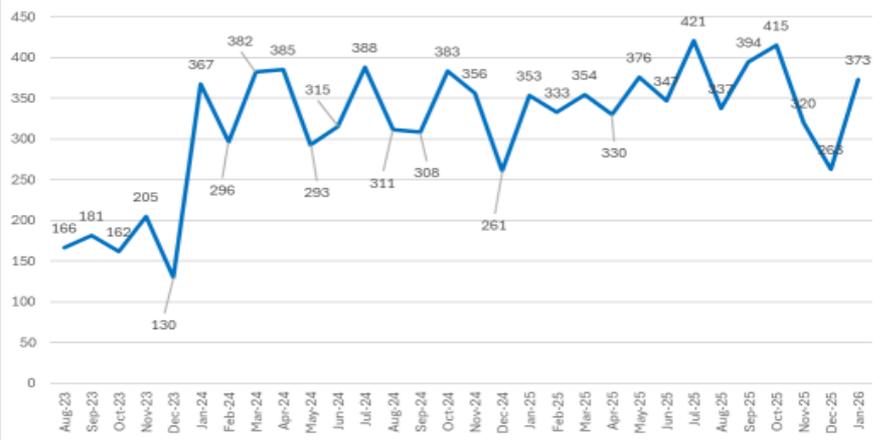
## Narrative

Percentage of long-term service users with an assessment or review in the last year remains slightly below target, however the number of actual reviews undertaken has increased to 373 against December's figure of 263, reflecting the challenge of demands and maintaining statutory coverage.

Reviews will continue to be prioritised based on risk, ensuring that those with the greatest needs receive timely, proactive, and targeted support. A targeted review programme is underway, which focus' on two workstreams:

1. People who currently have low levels of support
2. People who 3 months post discharge from hospital with a long-term package in place.

Number of reviews undertaken



# Theme I: Occupational Therapy (OT)

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	
Unallocated Waiting List	715	741	700	696	696	676	674	666	636	652	605			613 - 550	▼
Longest Waiter			459	557	581	612	588	619	427	413	423			N/A	
Mean Wait (in days)	216.9	214.2	202.9	205	194	195	193	183	183	189	196			150	▲

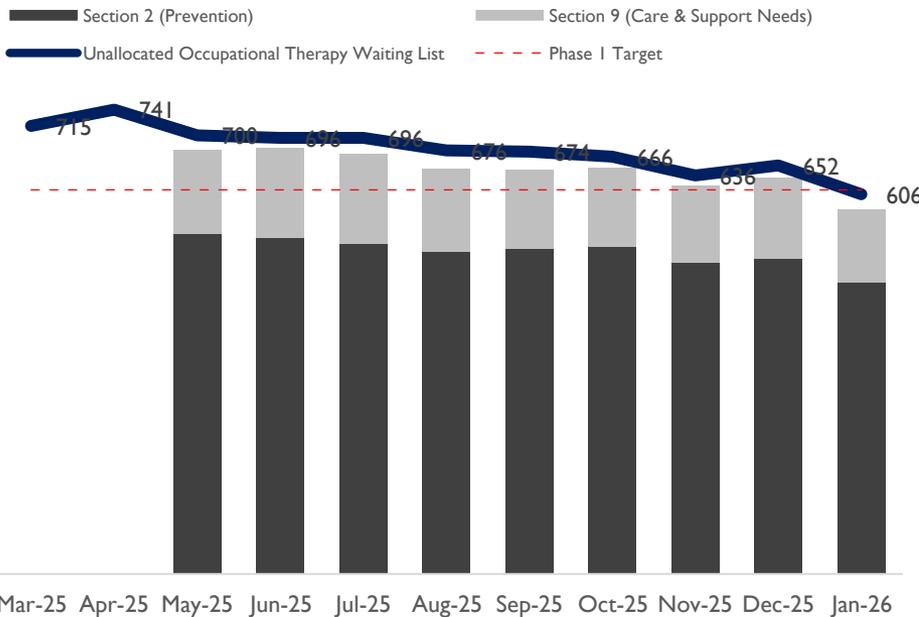
## Narrative

OT waiting list pressures remain a priority, but recent actions across Livewell Southwest are beginning to show impact. As reported in the Adult Social Care performance packs.

The overall OT waiting list sits at 606 which is below our phase 1 target, and we will progress to our phase 2 target (500). However, this is a combined waiting list across both Adult Social Care and Health referrals. Work continues to support the division of the current waiting list to reflect this.

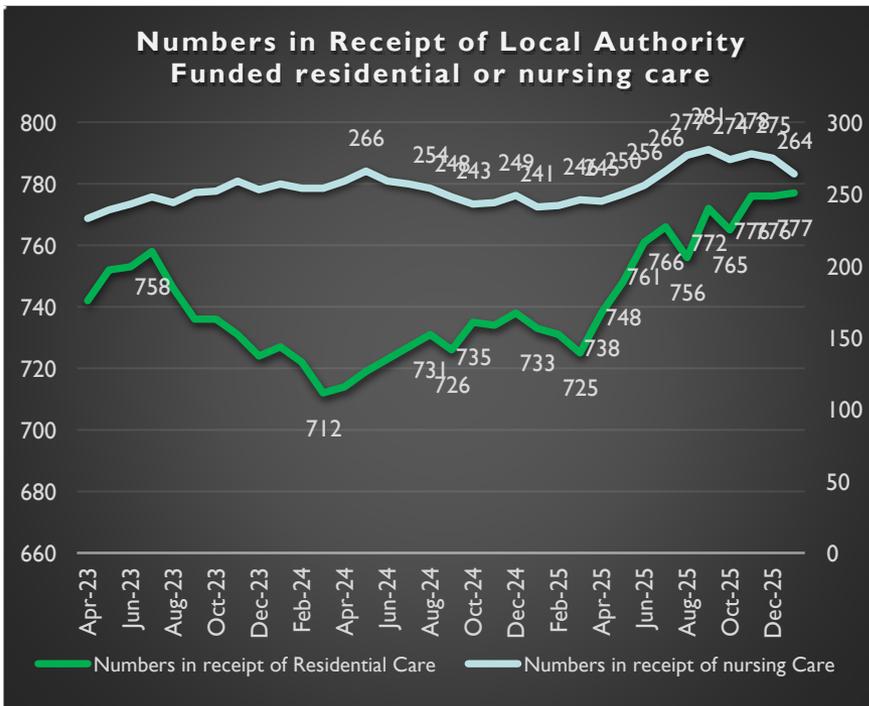
While overall demand continues to outpace capacity in some pathways, escalation and prioritisation frameworks are in place, with focus on the longest waiters. The team has implemented operational expectations to improve flow and efficiency, and 'waiting well' principles have been embedded. This has ensured that all individuals currently on the waiting list have been contacted and risk-assessed as part of the waiting list validation process.

### OT Unallocated Waiting List



## Theme 2: Residential and Nursing Care

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target	
Numbers in receipt of nursing Care	246	245	250	256	266	277	281	274	278	275	264			224	▼
Numbers in receipt of Residential Care	725	738	748	761	766	756	772	765	776	776	777			735	▲
2C Adults aged 65+ whose needs are met by admission to residential/nursing care homes (per 100,000 population)	710.9	41.2	90.7	131.9	210.2	261.7	355.9	391.5	463.6	517.2	574.9			594	▲
Adults aged 18-64 whose needs are met by admission to residential/nursing care homes (per 100,000 population).	15.6	3.1	5	7.5	9.3	9.3	13.7	13.7	16.8	17.4	19.3			N/A	▲



### Narrative

The number of people receiving residential care has remained broadly stable and although there has been a slight reduction in nursing care placements, overall volumes continue to exceed our forecasted levels.

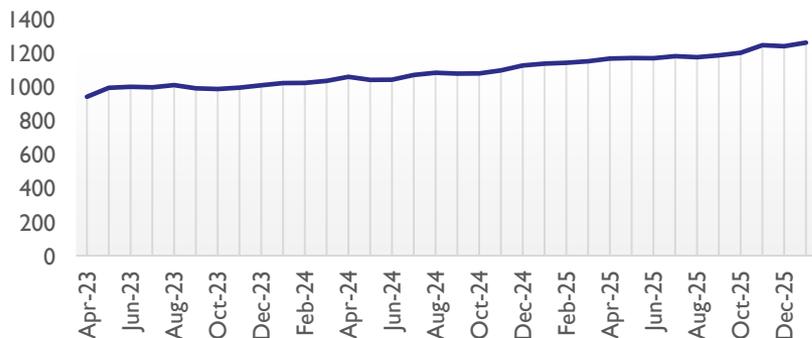
A review of nursing capacity was undertaken from 6<sup>th</sup> January, including direct contact with dementia nursing homes to gain an accurate picture of the current market capacity. This work confirmed that, while approximately 30 beds were available across the sector at this time, many were unsuitable for the needs of individuals awaiting placement. This reflects long standing issue: the challenge is not the absence of beds, but the mismatch between available environments (for example, rooms accessible only via stairs) and the needs of individual people.

With the new framework now in place, attention will turn to developing a complex care model in partnership with providers, which will include strong performance and data insight to shape an effective and sustainable approach. Early engagement indicates significant provider interest in contributing to this model.

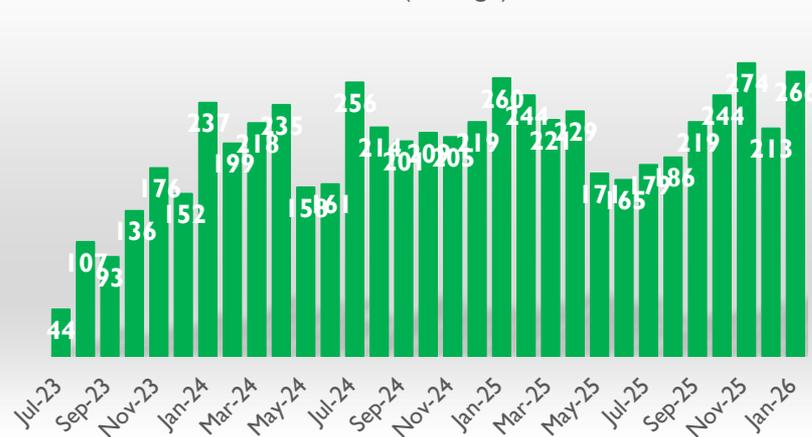
# Theme 3: Domiciliary Care

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target	
Number of people in receipt of domiciliary care	1149	1165	1168	1167	1179	1173	1184	1199	1244	1238	1259			1172	▲
Of which in Intermediate Placements	115	111	113	91	81	71	72	83	94	84	97			TBC	▲
Number of Domiciliary Care packages started	221	229	171	165	245	186	230	224	248	218	245				▲

Number of people in receipt of domiciliary care package



Number of Domiciliary Care packaged started within 1 week (average)



## Narrative

The number of people receiving domiciliary care in Plymouth has increased in January to 1259 and continues to remain above the targeted and forecasted numbers. This reflects sustained demand for care services and underlines the Council's commitment to supporting residents to remain independent at home.

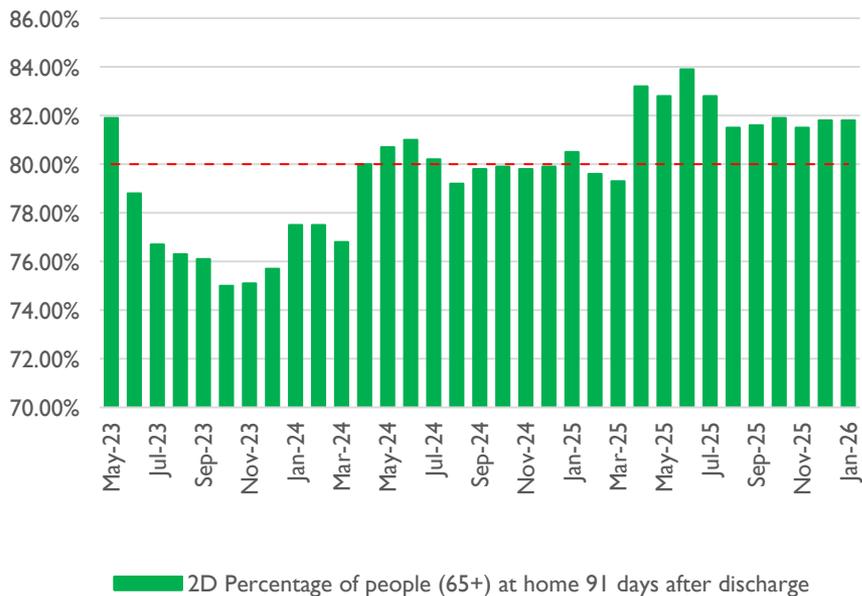
The increase is supported by an increase in number of new placements started which includes a higher proportion of packages started from the intermediate pathway

The strategic review of market capacity to ensure resources are sufficient to meet current and future demand continues.

# Theme 4: Reablement

	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target	
Number of people in receipt of Reablement	125	149	130	159	144	148	136	111	114	139	130			N/A	▼
Percentage of people (65+) at home 91 days after discharge	79.3%	83.2%	82.8%	83.9%	82.8%	81.5%	81.6%	81.9%	81.5%	81.8%	81.8%			80%	▲
Number of reablement packages started in period	118	110	108	133	122	112	110	93	106	107	112				▲
Actual reablement hours in period	4547	4097	3144	3833	5214	5172	4993	4520	4165	5066	4555				▼
Average Length of Time in receipt of Reablement (In weeks)	4.99	4.8	5.5	4.4	4.5	5.2	5.3	4.7	4.3	4.9	5.2			6.0	▲

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



## Narrative

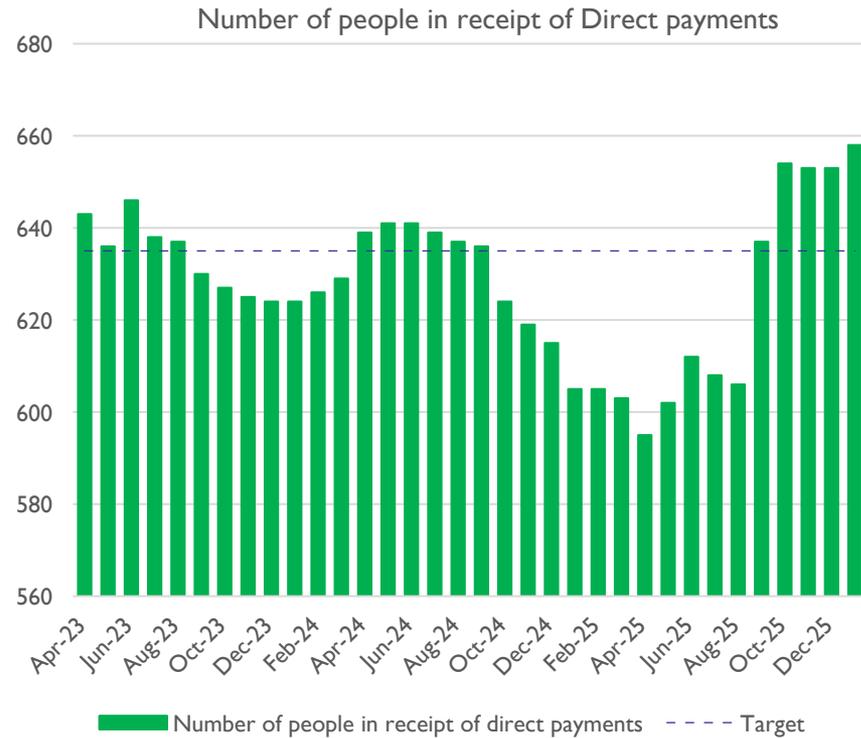
Reablement performance continues to hold steady above the target of 80%, with 81.8% of people aged 65+ still at home 91 days after discharge

Our ongoing emphasis on independence and recovery continues to deliver strong results. This approach not only supports us in meeting key performance expectations but also drives meaningful improvements in people's lives. It shows clear progress in helping individuals rebuild skills, regain confidence, and reduce their need for longer-term care.

The average length of time in reablement has slightly increased but remains below the 6-week target.

# Theme 5: Direct Payments

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target	
Number of people in receipt of direct payments	603	595	602	612	608	606	637	654	653	653	658			635	▲
People in receipt of direct payments Under 65	480	472	478	488	485	483	510	524	527	528	534				▲
People in receipt of direct payments Over 65	123	123	124	124	123	123	127	130	126	125	124				▼



## Narrative

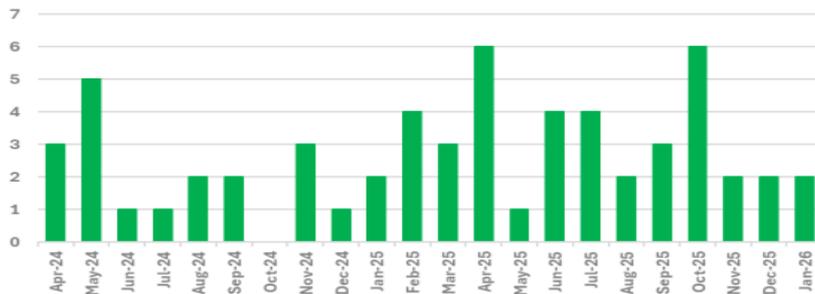
In Plymouth, we remain above our target for people receiving Direct Payments with steady engagement across the age cohort.

Following the service being brought in-house, we are continuing the plans to enhance the service to allow more people to choose to manage their own care arrangements including personal assistants networks and inhouse/Livewell staff training

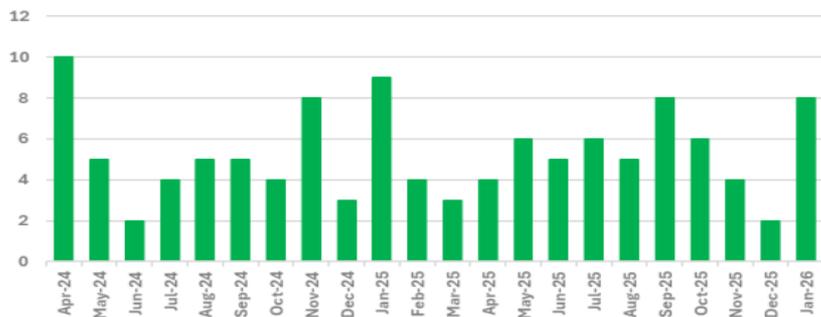
# Theme 6: Complaints & Compliments

Key Performance Indicator	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Target
Statutory complaints received by PCC	3	6	1	4	4	2	3	6	2	2	2			
Complaints received by Livewell Southwest	3	4	6	5	6	5	8	6	4	2	8			
LGO complaints received	1	2	0	0	1	0	0	1	3	0	1			
Compliments received by Livewell Southwest	3	16	4	6	2	2	8	8	5	2	1			

Complaints received by PCC



Complaints received by Livewell Southwest



## Narrative

Each month, the majority of Adult Social Care (ASC) related complaints are received by Livewell Southwest (LWSW), accounting for around 61% of all concerns raised. This is expected, as LWSW delivers a significant proportion of hands-on ASC support across the city.

Plymouth City Council (PCC) receives 31% of statutory ASC complaints. A much smaller proportion 8% are escalated to the Local Government Ombudsman (LGO), with the actual number of these cases remaining low.

Looking at the longer-term picture, the volume of complaints over the past two years has remained broadly stable. While there are natural month-to-month fluctuations, these rises and dips do not point to any clear trend of complaints increasing or decreasing. Instead, the data suggests a steady pattern of feedback and concerns being raised, reflecting normal variation rather than any significant change in service performance.