

Adult Social Care – Performance Status Report - 26th October 2009

Outturn 2008-2009

The priorities set for 2008/09 were reflected both in the Corporate Plan and in the Service Plan for Adult Social Care (ASC). These included:

- Ensuring capacity to implement Putting People First in 2009/10.
- Addressing performance deficit identified by Care Quality Commission (CSCI)
- Focussing on significant inequalities in service provision
- Addressing levels of unmet need.

Health Overview & Scrutiny have played a significant role in highlighting the issues for ASC in terms of service improvement and safeguarding. In their community leadership role they have also provided challenge and ensured the high profile of the service for both the Council and partners.

In line with the Joint Strategic Needs Assessment, Local Area Agreement and Putting People First Programme we prioritised:

- Increasing numbers of people helped to live at home – in particular Older People (OP)
- Increasing levels of support to Carers
- Reducing numbers of people in permanent care homes
- Expanding personalised self-directed care
- Improving assessment and reviewing processes
- Establishing a Health & Social Care Integration Board to oversee integration developments
- Modernising service provision – including developing health & social care integrated teams
- Working with providers to ensure quality of provision and promoting dignity & respect
- Ensuring that Safeguarding continues to be a priority

Senior Managers set ambitious targets and reviewed progress monthly. Related action plans were supported by the commissioning of extra domiciliary care, better direct payment support and by expanding the support offered to carers.

Outcomes included:

- Significant increase in helped to live at home figures across all care groups, but particularly in relation to OP increase across all client groups = 37%, increase in OP = 48+%
- Increase in Direct Payments to 500+ , piloted self-assessment tool (Ask Sara)
- 37% increase in the number of people supported through grant funded services
- Doubled the number of carers offered a service
- A reduction of 220 people in permanent care homes
- Significant increase in completed reviews and significant increase in carers receiving an assessment or review
- Increase in Intermediate Care Users - above target
- Introduced Quality Fee Payment Scheme for providers
- The effectiveness of our Commissioning process is reflected in higher than average quality ratings for local domiciliary care and care home provision. These are also better than the average for a three star council in our comparator group
- Preventive services commissioned from the voluntary sector were doubled in volume
- Integrated care for people with Long Term Conditions piloted. The utilisation of 'Joe's' story enabled us to communicate effectively with staff, users/carers and other stakeholders about the benefits for the service user in having an integrated service. Evidence of the impact has been avoidance of hospital admissions and a better quality of service for 'Joe'.
- Safeguarding – remains a strength and the recent SW Audit confirms the assessment undertaken by the Care Quality Commission in Dec 2007.

Challenges, Objectives and Targets for 2008

As set out in its 2009-10 Corporate Plan & budget allocation, Plymouth City Council has prioritised the delivery of high quality, personalised, self-directed & equitable services which promote user independence, health &

Adult Social Care – Performance Status Report - 26th October 2009

wellbeing & maximise standards of dignity & respect. This commitment is underpinned by its joint strategic aims such as those recorded in the LAA & *Healthy Plymouth*. These joint aims are in turn informed by the JSNA priorities which include continuing expansion of preventative services & promotion of positive Mental Health.

Our priorities for 2009/10 are:

- ASC to contribute to the overall Council commitment to prioritise customer services
- Putting People First implementation – to deliver greater self-directed care, supported by a transformational resource plan & workforce strategy
- Redesign of 'front door' to enable swifter access.
- Continue reducing inequalities of service provision(see S.3) including widening access to & take-up of services
- Continue shift of investment from funding of institutional care to promoting community health & wellbeing, wider opportunities for independent living & care at home e.g. expand no. of people in supported living & assisted by grant-funded voluntary services
- Enable more people to have their say e.g. by continuing to increase advocacy provision
- Deliver new Commissioning Strategy for promoting positive Mental health promotion (currently under consultation)
- Implement the recommendations from the refreshed Carers Strategy (currently being consulted upon)
- Implement the Joint Dementia Strategy (which has been supported by the NHS SW & McKinsey)
- Further improve access to information
- Continue to reduce usage of permanent care homes
- Roll out of integrated health & social care teams – to improve services for 'Joe'
- More extra care facilities – 75 units to come on stream

Planned Outcomes:

To achieve LAA outcomes -

- NI 141 - Increase nos. supported at home by a further 2% beyond the LAA target for 09/10 (72%)
- NI135 – Increase nos. of carers receiving support by a further 4.3% to achieve the 2010/11 LAA target of 27%
- NI136 - People supported to live independently by a further 8.4% to achieve the 2010/11 LAA target
- NI130 - Approx 1756 users & carers in receipt of a personal budget by 2010
- All new users will be on a personal budget from Oct 09
- All existing service users will have a personal budget by Oct 2011

To achieve other ASC priorities -

- NI 145 - the target for NI 145 is 94% which is a measure of the numbers of LD clients in settled accommodation. Settled accommodation includes own or family home or tenant, supported accommodation and sheltered housing, adult placement, probation hostel and mobile home
- NI146 - Increase nos. of LD in paid work to 8.3%
- Increase Intermediate non-bed based care provision by 19%
- Reduce nos. supported in care homes by a further 10% by 10/11

CIP 3

● Helping People to Live Independently

Plymouth Adult Services continues to perform well, including LAA targets, increasing the number of people supported to live independently and have choice in the services they are offered. We have considered our targets post Sept 09 and have now received our assessment from the Care Quality Commission. We are currently undertaking a mid year review of targets and will have a revised position at the end of Oct.

Adult Social Care – Performance Status Report - 26th October 2009

Key milestones

Self directed support: Each team has piloted the implementation of direct payments and the number achieved is 1100 at the end of September against the annual target of 1756. Individual budgets have been introduced since April 2009 and to date 33 people are now in receipt of a personal budget.

Workforce strategy for Putting People First: The adult social care workforce strategy was reviewed and refreshed at the end of March 2009 to take account of national policy. A framework was developed and through a series of workshops the service is now determining the action plan to support implementation. A particular focus of the work is to confirm the current and projected competencies of a future services, including those in the independent and voluntary sectors.

Increase the number of carers receiving supporting: At the mid year point the number of carers receiving carers services is 712, this represents 50% of the planned target for the current year. The number of carers receiving a direct payment is 420 against the annual target of 734.

Reduce learning disability residential placements: The target number of clients in permanent long term care (including adult placements) has been set at 1088 for 2009-10. The mid-year position shows that the trend is increasing and this is under review.

Performance against national indicators

- The outturn of 2008-2009 showed an improvement in the national picture and only one measurement is under performing. A provisional indicative profile of the position is illustrated in Appendix A. Details of the national benchmarking position will be available in December. Supporting the national policy Plymouth Adult Social Care Services achieved a higher than average number of people supported to live independently.
- Supporting people to live independently through intermediate care did not performing as well as anticipated and actions were put in place to address this area. A review was commissioned and identified the need for a whole system development of intermediate care. There is now in place a memorandum of understanding with the NHS, setting out a framework to underpin the Putting People First programme and is focussed on integrating intermediate services.
A review of in-house domiciliary care enabling and the domiciliary care delivered by the PCT has been commissioned. The aim of the review is to achieve efficiencies and a clear pathway for service users in the community needing intermediate care. This will be completed in October 2009.
- Joint commissioning of domiciliary care is planned to commence In December 2009

Pam Marsden
Assistant Director of Adult Social Care
Tel: 01752 307344
Email: pamela.marsden@plymouth.gov.uk