



Committee and date

Health and Adult Social  
Care Scrutiny Committee

21 November 2016

Item

Public

## **ADULT SOCIAL CARE PERFORMANCE REPORT 2015/16**

**Responsible Officer** Tom Dodds

e-mail: tom.dodds@shropshire.gov.uk

Tel: 01743 258518

### **1. Summary**

- 1.1 This report presents Health and Adult Social Care Scrutiny Committee with performance measures and customer feedback information on Adult Social Care for 2015/16, and results for Delayed Transfers of Care for 2016/17 to date. Where available comparison has been made between years and with the Council's nearest neighbours, the West Midlands and England averages.

### **2. Recommendations**

- A. Members consider the report and identify whether there are any specific topics or emerging issues they would like to consider in more detail.

### **3. Risk Assessment and Opportunities Appraisal**

- 3.1 Poor performance could have implications for vulnerable people (including children) who are supported by Council services and economic growth in Shropshire. In turn, there may be significant financial, legal and reputational risk to the Council, Schools (and Academies), and partners from across the public and voluntary and independent care sectors.
- 3.2 Effective monitoring and follow-up against key measures of success provides the opportunity to manage risks and ensure that Children and Young People and vulnerable adults in Shropshire remain safe and achieve the desired outcomes. Increasingly, performance reporting will reflect the impact of commissioning decisions by the Council, linking directly with the management of contracts and building on the current approach of looking at how effective the Council is at delivering its outcomes.

### **4. Financial Implications**

- 4.1 This report does not have any direct financial implications.

## Report

### 5. Context

- 5.1 There are a wide range of different information sources, surveys and statutory returns which contribute to having a view of performance in Adult Social Care. Some reflect nationally specified requirements which provide benchmarking opportunities with other councils, but are not always a good fit with local policy and operating models, others can illustrate what is happening in local systems, and others provide feedback from people who receive services or support those that receive services.
- 5.2 This report provides a view of performance using the Adult Social Care Outcomes Framework, Delayed Transfers of Care, the Statutory Annual Service User Survey, and the Adult Services Customer Feedback Annual Report 2015/16.

### 6. Adult Social Care Outcomes Framework 2015/16

- 6.1 The Adult Social Care Outcomes Framework (ASCOF) consists of 22 measures which take account of feedback from service users, the delivery of different ways for service users to have more control over their lives and care e.g. those receiving self-directed support, key issues such as delayed transfers of care, and the promotion and enablement of independence. The framework applies to all local authorities with social services responsibilities and therefore provides the opportunity to compare how Shropshire Council is doing against the West Midlands and England averages, and for some measures against nearest neighbour authorities.
- 6.2 High-level Summary analysis of the ASCOF results for 2015/16 indicates the following key messages:
- 54% of measures showed a reduction in performance compared to 2014/15 results
  - 32% of measures showed an increase in performance compared to 2014/15 results
  - 14% of measures maintained the same level of performance as 2014/15 results
  - 64% of 2015/16 results were better than the West Midlands average
  - 68% of 2015/16 results were better than the England average
- 6.3 Measures where Shropshire has continued to perform above the West Midlands and England averages include:
- Social care-related quality of life
  - Service users who say that they have control over their daily life
  - Proportion of service users who receive self-directed support
  - Proportion of adults with learning disabilities in paid employment
  - Proportion of adults with learning disabilities who live in their own home or with their family
  - Proportion of service users who say that they have as much social contact as they would like
  - Younger adults in residential or nursing care homes
  - Older adults in residential or nursing care homes
  - Proportion of older people who received reablement/rehabilitation services after discharge from hospital
  - Overall satisfaction of service users with their care and support
  - Proportion of service users who feel safe [in their community]

- Proportion of service users who say their care and support services made them feel safe

6.4 Areas which were lower than the West Midlands and England averages included the proportion of carers who received self-directed support and the proportion of carers who received direct payments, and the delayed transfers of care from hospital.

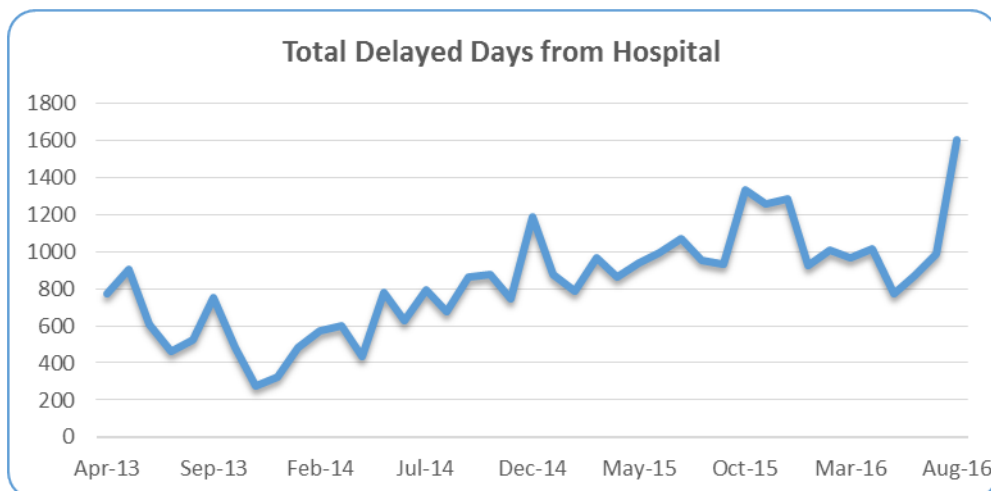
## 7. Delayed Transfers of Care

7.1 Delayed transfer of care from hospital is recorded by two methods. The number of delayed patients at a specific time of the month and the total number of days that all patients are delayed. The organisation deemed to be the primary cause of the delay is attributed to either the NHS, Adult Social Care or Joint responsibility.

7.2 The key measures used in the national Adult Social Care Outcomes Framework (ASCOF) is the number of delayed patients. As previously reported, performance in Shropshire started to decline in 2014. Nationally performance has also declined but at a slower rate than that experienced in Shropshire. Performance in quarter 1 of this year showed an improvement but this has not continued into quarter 2. During both July and August there have been 54 delayed patients compared to an average of 36 in quarter 1. The following table shows the number of delayed patients.

	NHS	ASC	Joint
Apr-16	17	7	8
May-16	11	8	8
Jun-16	20	16	12
Jul-16	31	13	10
Aug-16	21	22	11

7.3 Whilst the increase in delayed patients is a concern the number of delayed days is emerging as a particular issue. Although not an ASCOF measure the number of delayed days is an indicator of bed availability. The number of delayed days in August was particularly high and occurred outside of the winter months when peaks are expected. The following chart shows the number of recorded delayed days.



- 7.4 Figures for August may be exceptional and conclusions should not be drawn from one month of data. Shropshire Council is working with NHS partners and the Better Care Funding group to better understand the delays.
- 7.5 Shropshire Council have recently completed a tender for domiciliary care, to block purchase capacity to meet increased demand over winter. This went live during the first week of October and has already seen an increase in patient flow and fewer care package delays. The health service has also introduced a daily operational call to map capacity and escalate delays that cannot be resolved within a 24-hour period. This has seen an increase in complex discharges.

## **8. Service User Survey results**

- 8.1 The Statutory Annual Service User Surveys provides a comparative view of how people who receive adult social care services feel about their quality of life, control over their daily life and whether they feel safe in their communities and as a result of the care and support they receive. The results for 2014/15 and 2015/16 have been presented as infographics and are attached at Appendix 1i and 1ii.
- 8.2 The survey results contribute to the ASCOF performance measures and because the survey is statutory it also enables comparison to be made with the West Midlands and England Averages.
- 8.3 The survey results for 2015/16 are statistically broadly in line with the results for 2014/15 and demonstrate that the Council is managing to maintain services and the impact and value to those who receive them. One of the overarching measures arising from the survey is ASCOF 1A Social Care-related quality of life score. This develops a rate by combining and weighting the results from the 8 relevant survey questions to create a total score out of 24. Shropshire achieved a result of 19.5 in 2014/15 and this rose to 19.7 in 2015/6, a result that placed Shropshire Council amongst the top 20 out of 150 local authorities. Most service users responding to the survey also said that they felt safe in their community.

## **9. Adult Services Customer Feedback Annual Report 2015/16**

- 9.1 The Adult Services Customer Feedback Annual Report covers the formal feedback Adult Services received during 2015/16 (excluding MP enquiries; these commonly duplicate complaints). Performance against key measures remains good. Only a small proportion of all complaints progress beyond stage 1 of the complaints procedures as a result of effective handling and robust responses. The full report is attached at Appendix 2
- 9.2 Adult Services received 255 cases of formal feedback during 2015/16. There were 149 complaints (58%), 26 comments (10%), 71 compliments (28%) and 9 cases of other types of feedback (4%).
- 9.3 Of the 149 complaints received, 16 were complaints handled under the corporate complaints procedure and 133 were statutory complaints (with an element of social care).
- 9.4 The current IT system allows the main problem/nature of the complaint to be recorded (complaints can include a number of issues but the dominant theme is recorded and used for analysis). The 2015/16 data shows that quality is the main category under which complaints were made was 'Quality' (60%). Quality sub categories suggest a large proportion related to incorrect or unreasonable decisions,

quality of the service provided and quality of the information provided. Another significant sub category (under the primary category 'failure or refusal') was 'failure or refusal to deliver a service'.

- 9.5 During 2015/16 it took an average of 30.4 working days to close stage 1 complaints. The complaints adult services receive can be complex and include multiple elements of concern in need of investigation. Despite this, time to close complaints is monitored closely in order to maintain performance.
- 9.6 During 2015/16, 122 Adult Services complaints were closed at the end of stage 1. Of those, 39% were not upheld, 38% were partly upheld and 20% (24 complaints) were upheld.
- 9.7 Overall performance is good with small proportions of complaints progressing beyond stage 1 and small proportions of complaints being upheld. Performance during 2015/16 remains similar to performance from 2014/15.
- 9.8 The report includes examples to illustrate the nature of customer feedback and recommendations. Key recommendations include:
- maximising the use of learning from complaints,
  - improving the way provider complaints are recorded and handled
  - Improving information concerning payment for services and information when a service changes
  - Ensuring the IT review includes a focus on securing a more effective customer feedback system with improve management and reporting functions.

## **10. Conclusion**

- 10.1 Despite facing challenges including increasing demand for Adult Social Care and pressures on Hospitals, the Council is managing to broadly maintain levels of performance, if not seen improvements in some cases. This is borne out by the comparative 2015/16 results with the West Midlands and England averages for the ASCOF measures, where Shropshire was better in 64% and 68% of measures respectively.
- 10.2 However, there remain significant challenges such as the pressure over the Health and Social Care system which is displayed in the Delayed Transfers of Care results, and the work to help address this with the NHS and other partners locally to identify different options to reduce demand and meet need in communities and closer to home.
- 10.3 Learning from feedback from services users, providers and partners; developing and maintaining an accurate view of need and demand now and in the future; and looking outwardly to other areas to see if there is evidence of what works which could be appropriate for implementation in Shropshire, can be used to further develop local approaches.

**List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)**

**Cabinet Member (Portfolio Holder)**

Lee Chapman,

**Local Member**

All

**Appendices**

Appendix 1i – Statutory Annual Service User Survey Results Infographic 2014/15

Appendix 1ii – Statutory Annual Service User Survey Results Infographic 2015/16

Appendix 2 – Adult Services Customer Feedback Annual Report 2015/16

# Statutory Annual Service User Survey Results Infographic 2014/15

## Appendix 1i

### Understanding the views and experiences of adult social care service users 2014/15



#### About the survey

A random selection of service users were contacted who had received help or support from adult social care in the previous 12 months

**497**

services users gave us their feedback  
January to March 2015



Ages varied between 18 ↔ 104



Average age was **68**



55% lived in the community, 32% in residential homes, 14% in nursing homes

69% received physical support, 19% had learning disability support, the rest had mental health, sensory, memory or social support



Enhancing the quality of life for people with care and support needs



Service users scored their quality of life



19.5 out of 24

But only 43% said they have as much social contact as they want with people they like



8 out of 10 users said they have enough control over their daily life

Ensuring that people have a positive experience of care and support



7 out of 10 users said they were satisfied with the social care and support they received from Shropshire Council or from their care home

72% said it was very or fairly easy to find information and advice about support, services or benefits



Ensuring that people who are vulnerable feel safe and protected from harm



73% said they feel safe (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home)



More than 9 out of 10 said the services they receive help them to feel safe and secure

For more information contact : Feedback & Insight Team, part of Commissioning Support  
Commissioning.support@shropshire.gov.uk

# Statutory Annual Service User Survey Results Infographic 2015/16

## Appendix 1ii

### Understanding the views and experiences of adult social care service users 2015/16



#### About the survey

A random selection of service users were contacted who had **received help or support** from adult social care in the last 12 months

**434**

services users gave us their feedback  
January to March 2016



Ages varied between 18 ↔ 104



Average age was

**68**



**62%** lived in the community, **25%** in residential homes, **12%** in nursing homes

**65%** had physical support, **23%** had learning disability support, the rest had mental health, sensory, memory or social support



Enhancing the quality of life for people with care and support needs



Service users scored their quality of life



**19.7** out of **24**

But only **51%** said they have as much social contact as they want with people they like



Almost **8 in 10** users said they have enough control over their daily life



Ensuring that people have a positive experience of care services and support



**7 out of 10** users said they were satisfied with the social care and support they received from Shropshire Council or from their care home



**69%** said it was very or fairly easy to find information and advice about support, services or benefits



Ensuring that people who are vulnerable feel safe and protected from harm



**75%** said they feel safe (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home)



Almost **9 out of 10** said the services they receive help them to feel safe and secure

For more information contact : Feedback & Insight Team, part of Commissioning Support  
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