

North Somerset Council

Report to the Adult Services and Housing Policy and Scrutiny Panel

Date of Meeting: 21 March 2024

Subject of Report: Report of the ASH Adult Social Care Performance Measures working group

Town or Parish:

Officer/Member Presenting: Councillor Dan Thomas

Key Decision: NO

Reason: Not likely to incur expenditure over £500,000.

Recommendations

- (i) That the ASH Panel endorse the recommendations in this report;
- (ii) and that the recommendations be sent to the relevant Executive Members;
- (iii) and that the Key Performance Indicators listed in this report be collected and regularly shared with the Panel.

1. Summary of Report

Members sought assurance from officers at the 6 July 2023 ASH meeting that appropriate performance indicators were being collected and communicated. This report lists the Key Corporate Performance Indicators that members of the working group agreed should be captured.

2. Policy

The collection of these performance indicators complies with the corporate ambition of 'Our communities are caring, healthy and safe, where people help each other to live well'.

3. Details

The ASH Performance Management working group was created as a result of discussions at the 6 July 2023 meeting, to both inform Members and to provide assurance of the Adult Social Care directorate's readiness for a Care Quality Commission (CQC) inspection.

The working group met on 12 December 2023 and heard from officers on the kinds of performance indicators that were being collected and obtained feedback from Members about the possible Key Performance Indicators (KPIs) that would be most useful. Some suggested KPIs were:

- How long people were waiting for interventions from Adult's Services
- Rates of care home residency per 100,000 population
- Rates of enquiries under Section 42 of the Care Act per 100,000 population

- Rates of concerns under Section 42 per 100,000
- How successful we were at resolving positive outcomes from enquiries.

At the meeting of 15 January 2024, officers went over the preparations for the CQC inspection and the Key Corporate Performance Indicators (KCPIs) proposed under North Somerset Council's new corporate plan, which was to be introduced in April 2024.

After discussion around the KPIs listed below, it was agreed that these would be endorsed/carried forward.

Develop and deliver the wellness service.

- An increase in the numbers of residents accessing the wellness service.

Enable people to stay well, safe and at home for longer and provide the right care at the right place in the right time by delivering the actions in the Better Care Fund Plan

- An increase in the number of people accessing social care discharged from acute hospitals who return to their normal place of residence which is then maintained year on year to 2028.
- An increase in the older people will remain at home 91 days after discharge from an acute hospital which is then maintained year on year to 2028.

Ensure we identify, recognise, and value carers by delivering the actions in the Carers Strategy

- All new carers are offered an assessment and all known carers offered reviews year on year to 2028.
- Carer reported quality of life score is better than the national average by 2028.
- The percentage of adult carers who have as much social contact as they would like (18+ yrs.) is better than the national average by 2028.

Expand the reablement service.

- All new carers are offered an assessment and all known carers offered reviews year on year to 2028.
- Carer reported quality of life score is better than the national average by 2028.
- The percentage of adult carers who have as much social contact as they would like (18+ yrs.) is better than the national average by 2028.

Implement the actions in the Care Quality Commission improvement plan.

- A reduction in the number of people requiring allocation to a social worker as evidenced by a decrease in waiting lists.
- An increase in good experiences of people who contact Adult Social Services and Housing Solutions through more compliments than complaints.

Support hospital discharge flows

- A decrease in the number of people going from hospital to a long-term nursing or residential placement.
- A decrease in the number of residents admitted to an acute hospital due to a fall.

Review and refresh North Somerset council information sources and Better Health website to improve the provision of information and advice.

- An increase in the proportion of carers who find it easy to find information about support year on year to 2028.
- An increase in the proportion of people who use care services who find it easy to find information year on year to 2028.
- An increase in usage of the Better Health North Somerset website and related tools.

Make the best use of Technology Enabled Care (TEC) by delivering the actions in the TEC Strategy

- An increase in the number of care home residents receiving a TEC device.

Support people who need care and support through information, advice and guidance, assessments and reviews

- A decrease in the number of people going from hospital to a long-term nursing or residential placement.
- An increase in the proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed by 2028.
- The proportion of people who use services who have control over their daily life is better than the national average by 2028.

4. Consultation

ASH Panel working group members; the Assistant Director, Adults Services; the Principal Business Intelligence Lead; the Assurance Lead Programme Manager.

5. Financial Implications

None, as these KCPIs will be collected under the Corporate Plan.

Costs

None

Funding

None

6. Legal Powers and Implications

Collecting these KPIs will improve readiness for the upcoming CQC inspection as well as provide assurance for Members.

7. Climate Change and Environmental Implications

None.

8. Risk Management

None. This report is advisory and implementation will require separate risk management.

9. Equality Implications

[Have you undertaken an Equality Impact Assessment? Yes/No NO

Applies equally to all residents of North Somerset; report is advisory and implementation will require separate Equality Impact Assessment.

10. Corporate Implications

None. Any reporting to be on existing performance measures.

11. Options Considered

None.

Author:

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Appendices:

None.

Background Papers:

None.