

Sefton's Adult Social Care CQC Preparation Data Review

Overview and Scrutiny Committee January 2023

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Purpose and Introduction

This is an interim performance report providing an overview of Sefton's data profile to support upcoming CQC assessment. Future reporting will be done through the Power BI platform and will utilise real-time data to show Sefton's current position against our benchmarkable and local metrics, therefore going forward the format will look different.

This report helps Sefton Adult Social Care understand its strengths and areas for focus prior to a pending Care Quality Commission Assessment, that supports Adult Social Care's service planning.

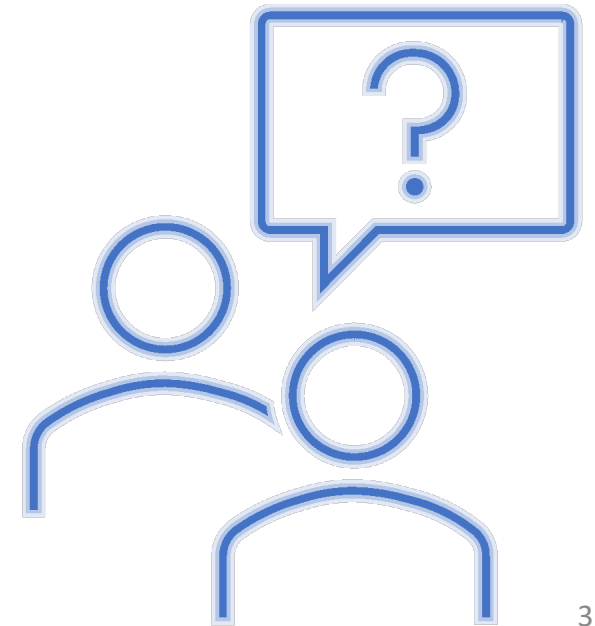
At the time of producing this report, nationally CQC already have access to this data, which informed the State of Care national reporting of adult social care, informing the DHSC regarding each Councils profile; this included access to Councils local JSNA, pertaining to population of health data, that also informs Adult Social Care commissioning plans.

The following data sources have been used to assess and benchmark Sefton's Adult Social Care performance against the comparator groups:

- Adult Social Care Outcomes Framework (ASCOF)
- Carer and Client's surveys (SACE and ASCS)
- Short and Long Term Support statutory return (SALT)
- CQC data
- Financial data

This document should help Sefton answer the following questions:

- How do we compare to the region, England and statistical nearest neighbours?
- What are the trends in our performance?
- Is Sefton's performance different from our comparator group



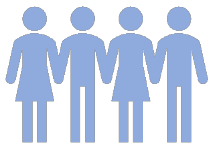
Sefton and comparator areas



National- Sefton is one of the 151 councils in England with adult social care responsibilities (CASSRs). When comparing Sefton's performance nationally, we use data from these 151 councils.



Regional- Sefton is benchmarked regionally against 23 local authorities within the North West region.



Statistical neighbours- Sefton is benchmarked against CIPFA's statistical nearest neighbours- a group of 16 local authorities in England sharing similar demographic traits.

Thematic Overview

Carers

- Carers reported quality of life in Sefton is largely in line with national, regional and statistical comparators as is the overall satisfaction of carers with social care services.
- Areas for concern lie in the proportion of carers who feel included or consulted in discussions about the person they care for and in the proportion of carers who find it easy to access information and advice.
- It should be noted that our response rate in 2021/22 was low, which resulted in a higher margin of error - this may mean that the decline in performance against these two measures is more extreme than the reality.
- An updated Carers Strategy is currently out for consultation with carers and system partners, and regular commissioning meetings are in place to oversee the new specification in place with the Carers Centre (a dedicated commissioning lead for Carers is planned). In addition, the Accelerating Reform Fund from the DHSC is being utilised to improve both information for carers and the availability of respite services. This will form part of a wider evaluation of the current commissioned support model and learning from local and national high performing areas, including St Helens and Northumberland.
- A deep dive audit programme into social work practice and carer support will be progressed and focus groups held to gather direct lived experience to improve practice.
- There is a need to undertake a co-produced review of the advice and information available to carers (like that provided for individuals detailed in Appendix 1).

Clients

- Reported quality of life for clients has remained stable over the past 4 years with our performance remaining in line with England, the North West and our statistical neighbours.
- We have typically performed well on the satisfaction with care and support of our clients. From 2018-2022 we were above national and regional levels and amongst the top performers of our statistical neighbours. In 2022/23 we did see a decline of almost 6 percentage points - this brings our performance in line with other authorities having previously been better. The new CQC single assessment framework has a clear focus on Continuity and Quality in care and this has been highlighted as an area requiring further work within our pt 1 self-assessment. The Partners 4 Change Transformation programme (commencing early 2024) will focus on improving personalisation through outcome based social work practice. Our oversight and quality assurance of the market will be strengthened with the implementation of consistent arrangements for gathering qualitative feedback from people accessing services.
- 2022/23 saw an increase in the proportion of clients that felt they had as much social contact as they wanted; this may reflect the impact of COVID in the previous year's survey.
- We saw a 10-percentage point improvement in the proportion of clients finding information about services easy to access.
- We also saw improvements in the proportion of clients feeling safe. 91.5% of our clients stated that the services that they receive made them feel safe and secure, this compares to 86.4% in the North West.

Residential & Nursing Care

- Sefton has traditionally had a higher rate of admission to residential and nursing care than other local authorities. Over the past two years we have brought our admission rate for over 65s down to levels that are now comparable with other North West authorities and our statistical neighbours. It is however recognised that as a system there remains a continued reliance on short term bed-based provision to support discharge from hospital, therefore key work is being undertaken to reduce the length of stay for people accessing short term placement (through a review of Intermediate Care/Discharge to Assess Services) and to increase capacity within "Home First" and reablement services, enabling more people to return home directly from hospital. From 2025 the current Extra Care Housing Programme will provide additional alternatives to long term care.
- Our admission rate for 18-64 year olds has come down over the past 12 months which puts us in line with our statistical neighbours, although we remain above our geographical neighbours in the North West and this remains a key area of focus. There is a programme of activity in place to address this which includes greater access to Shared Lives and Supported living provision, together with the development of a new short term assessment unit which will be available from May 2026.

Thematic Overview

Social Care Market

- Sefton's provider CQC ratings are in line with the rest of the North West with 85% being rated good or outstanding.
- Commissioners are currently using the Provider Assessment and Market Management Solution (PAMMS) tool to assess providers on a regular basis. The intelligence from this is then utilised alongside CQC data to provide an overall picture of the market in Sefton.
- Our social care market intelligence is used to create a risk profiler that offers insight into individual providers level of risk across a number of key metrics.
- There will be a further review of the Quality Assurance team and alignment with the Sefton Place Based Quality Team to enable a more proactive and integrated approach. The Enhanced Health in Care Home programme is now embedded across Sefton and an integrated Contracts, Commissioning and Quality Review Meeting is now in place.

Spend

- Spend on Adult Social Care in Sefton is high when calculated per head of the population. However, when viewed as average spend per client, we are low comparatively to the rest of the country.
- The North West is the region with the highest spend per head of the population and Sefton is no exception. The reason for this is we have a higher proportion of adults receiving social care support from the local authority. In Sefton 2.45% of those aged 18 and over are receiving long term support from adult social care; this is a higher proportion than any region in England.
- This could be an indication of the high level of need in Sefton and the wider North West, it could also be indicative of a greater propensity to provide support to a greater number of individuals.
- There is need to review the current early intervention and prevention strategy, which has in part been delayed due to a resource challenge. This will align with the current digital and Tec Strategy which is in place (which includes the introduction of Ask Sara and remote monitoring pilots such as the CIC Care Builder which will commence in Jan 2024).
- The provision of Occupational Therapy at the front door has been enhanced and a further review of the current operating model (linked to the Partners 4 Change Programme) will commence in 2024. There are a number of key dependencies to this work including maximising community provision, progression of strengthened intermediate care offer and greater capacity within reablement and home first services in order to delay or reduce the need for long term services.

Demand , Reviews and Safeguarding Concerns

- The demand for social work and occupational therapy intervention remains high and whilst this is a challenge for most Local Authorities, effective oversight, escalation and risk management will be crucial lines of enquiry for CQC as part of regulation. Mitigations are in place in respect of people awaiting ongoing assessments including weekly scrutiny of performance data by Senior Managers and escalation to the Executive Director, use of risk-based rag rating of cases (and policy development), regular contact with individuals waiting, deployment of a managed team (to provide additional capacity), increased capacity at the front door to respond to urgent referrals and a focus on productivity within teams. Whilst remaining high, the numbers of social work cases has seen a reduction; this does remain an area of focus. Occupational Therapy cases remain high and dedicated action plan is in place.
- The percentage of long term clients receiving their annual review has remained largely static at around 46% which places us just outside of the bottom quartile in the North West but is below the median of 52%. Performance has been impacted by the need to redirect resources to unplanned reviews due to a number of home closures / quality concerns and the need to focus on delivery of the efficiencies programme. An improvement plan is however in place with a stretch target to reach 60% by March 2024. The use of national guidance to ensure proportionality of the review process is also being utilised.
- The number of safeguarding concerns has increased 10% since the beginning of the year, although Safeguarding enquiries has seen a slight decline. This increase is considered in part to be due to increased awareness raising via the SSAB and changes to CQC referral process. Safeguarding oversight has been strengthened operationally with the appointment of a new Senior Manager for Assurance and Safeguarding and an audit programme focusing on safeguarding practice has been introduced.

Adult Social Care Outcomes Framework (ASCOF)

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

Measure	What is good?	Sefton		England		North West		Statistical Neighbours	
		Current	Trend	21/22	Dif	21/22	Dif	21/22	Dif
Proportion of people using social care who receive self-directed support Clients (1C1A)	High	99.3		94.5	4.8▲	93.6	5.7▲	97.4	1.8▲
Proportion of people using social care who receive self-directed support Carers (1C1B)	High	97.7		89.3	8.4▲	89.7	8.0▲	76.1	21.6▲
Proportion of people using social care who receive direct payments - Clients (1C2A)	High	23.0		26.7	-3.7▼	26.1	-3.1▼	25.9	-2.9▼
Proportion of people using social care who receive direct payments - Carers (1C2B)	High	97.7		77.6	20.1▲	82.3	15.4▲	53.3	44.4▲
Proportion of adults with learning disabilities in paid employment (1E)	High	2.4		4.8	-2.4▼	4.1	-1.7▼	4.9	-2.5▼
Proportion of adults in contact with secondary mental health services in paid employment (1F)*	High	4.0		6.0	-2.0▼	5.0	-1.0▼	6.0	-2.0▼
Proportion of adults with learning disabilities who live in their own home or with their family (1G)	High	88.5		78.8	9.7▲	89.3	-8.8▼	82.7	5.8▲
Proportion of adults in contact with secondary mental health services who live independently, with or without support (1H)*	High	17.0		26.0	-9.0▼	26.0	-9.0▼	26.8	-9.8▼
Long-term support needs of younger adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population (2A1)	Low	19.0		13.9	5.1▲	14.4	4.6▲	18.0	1.0▲
Long-term support needs of older adults aged 65 and over met by admission to residential and nursing care homes, per 100,000 population (2A2)	Low	612.0		538.5	73.5▲	639.5	-27.5▼	640.4	-28.4▼
Proportion of older people 65 and over who were still at home 91 days after discharge from hospital into reablement/rehabilitation services effectiveness of the service (2B1)	High	94.4		81.8	12.6▲	86.0	8.4▲	84.6	9.8▲
Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level (2D)	High	76.4		77.6	-1.2▼	75.9	.5▲	83.5	-7.1▼

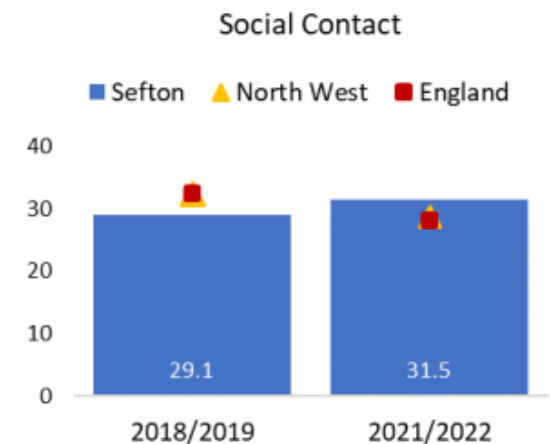
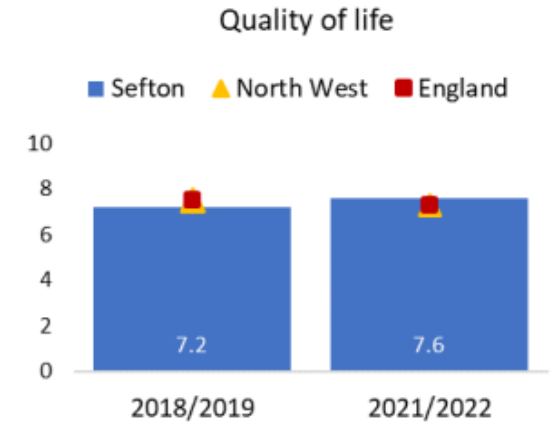
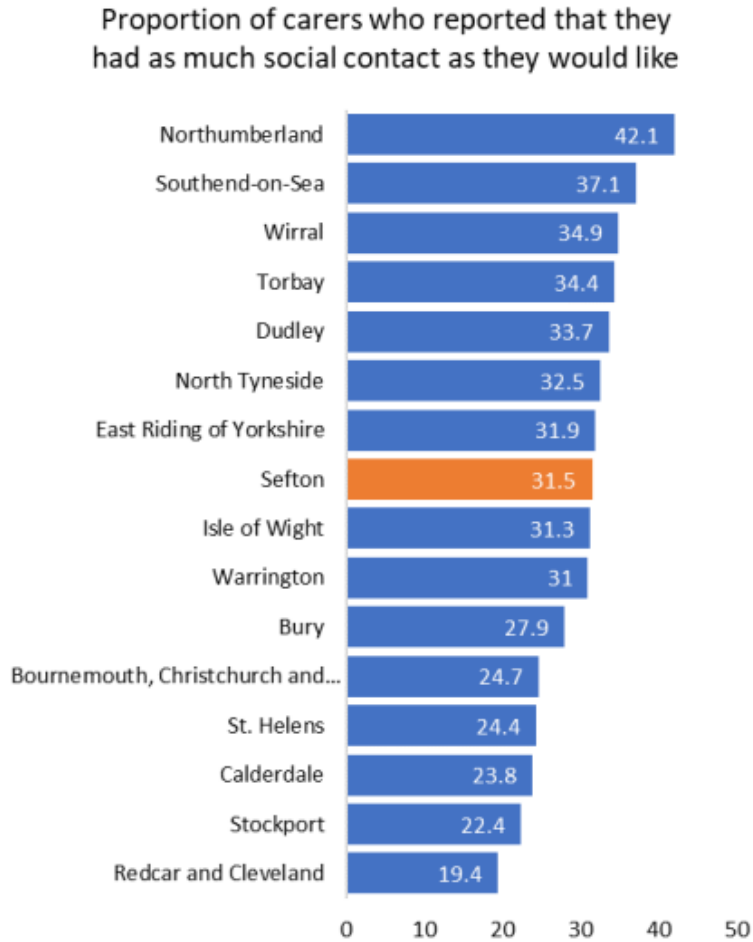
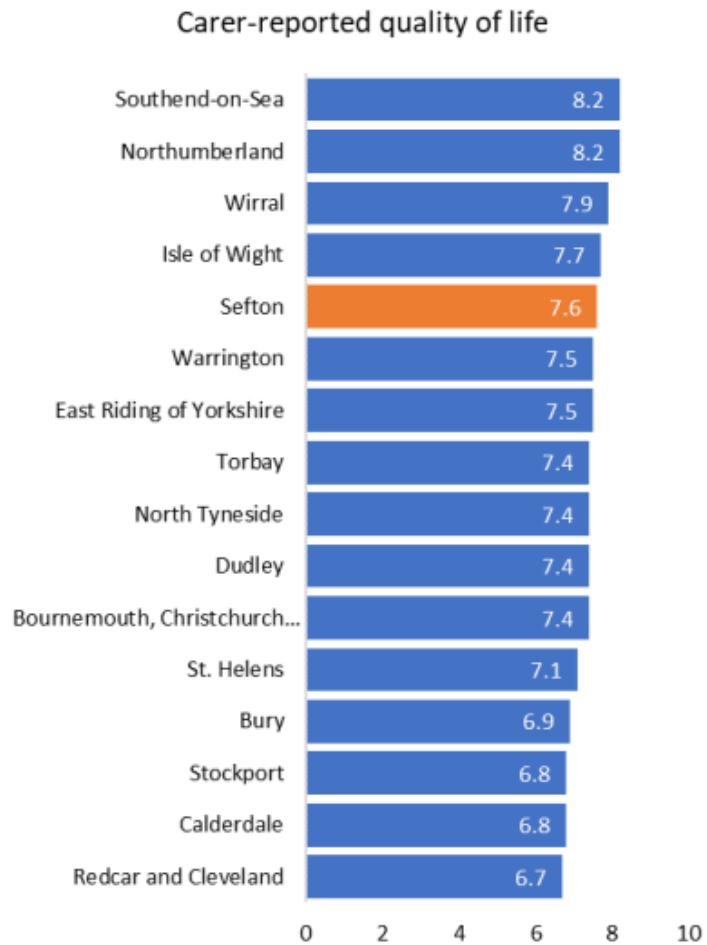
ASCOF Measures

Survey of Adult Carers (SACE): 21/22

Quality of life and social contact

Carer-reported quality of life and proportion of carers having as much social contact as they would like remained fairly stable from 18/19 to 21/22 and close to the levels seen in England and the North West.

Sefton displayed an average performance against statistical nearest neighbours.

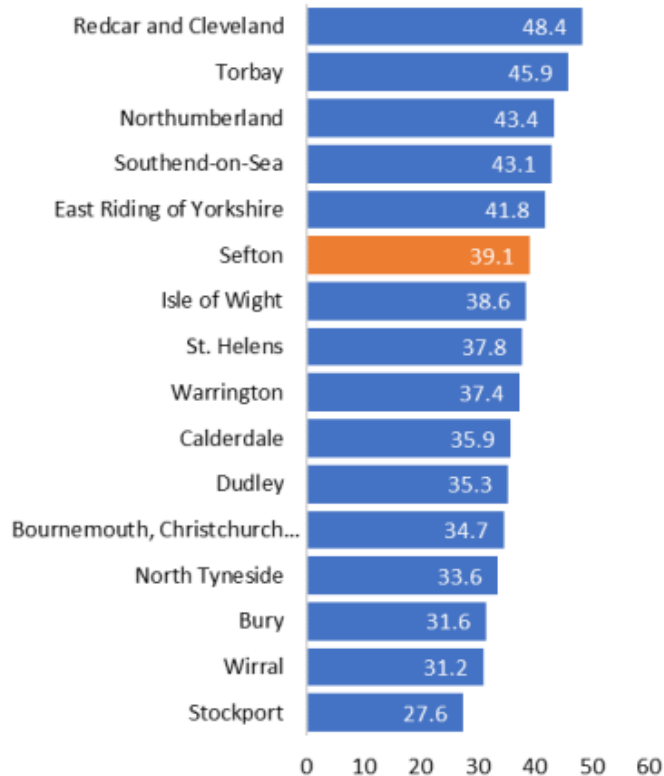


Satisfaction and involvement

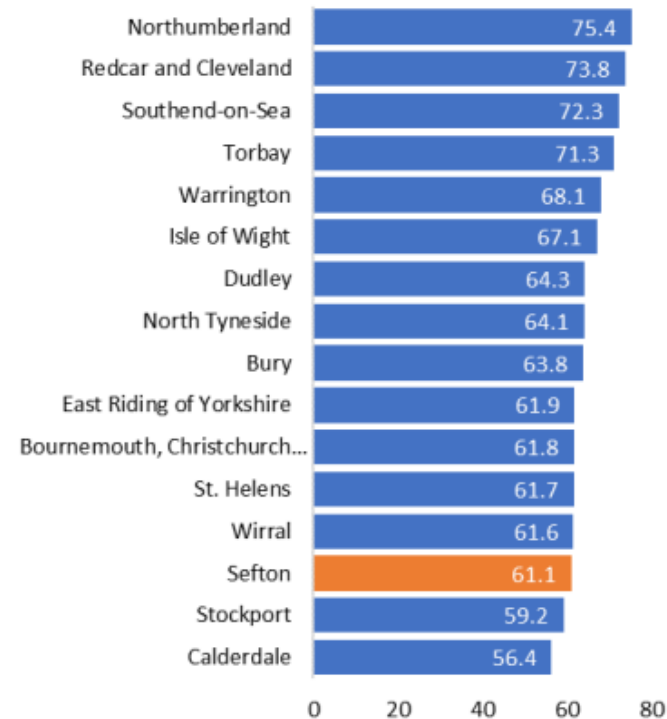
The overall satisfaction of carers remained stable from 18/19 to 21/22 and Sefton displayed an average performance against statistical nearest neighbours.

The proportion of carers involved in discussion about the person they care for saw a decline in 21/22 compared to 18/19 and we ranked low against statistical nearest neighbours and the North West and England.

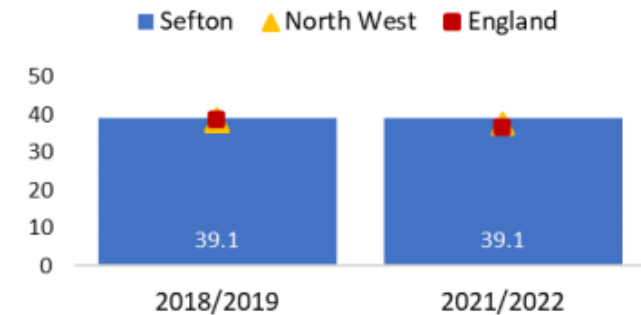
Overall satisfaction of carers with social services



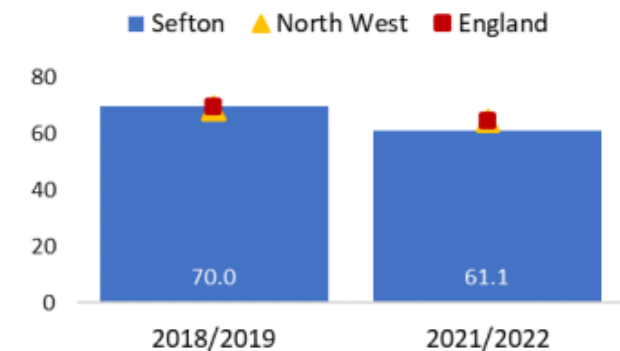
Proportion of carers who report that they have been included or consulted in discussion about the person they care for



Overall satisfaction

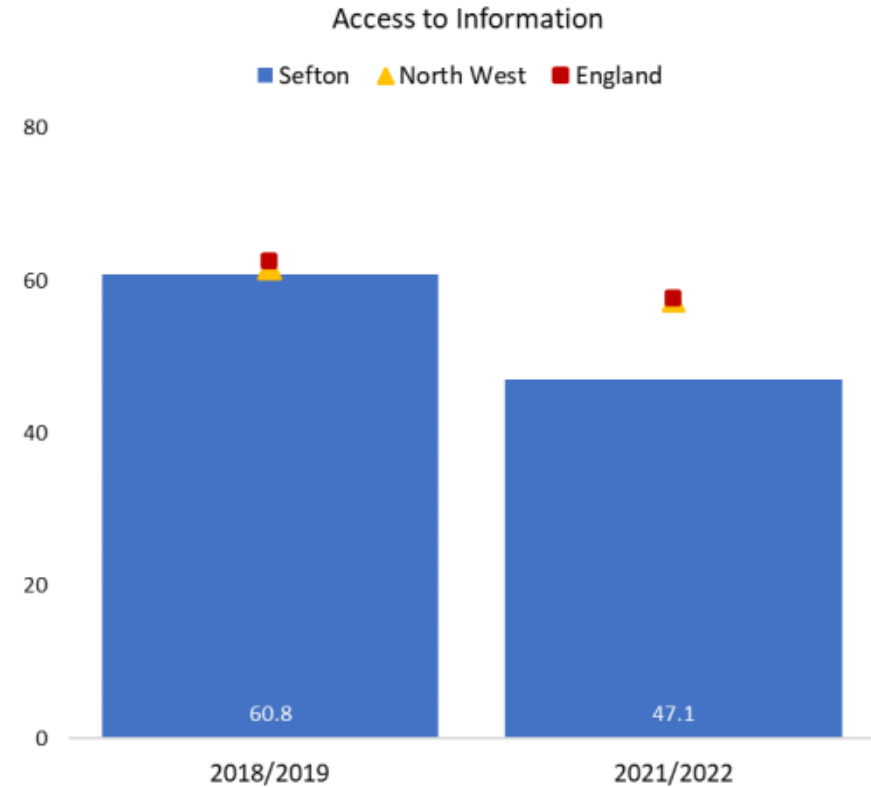
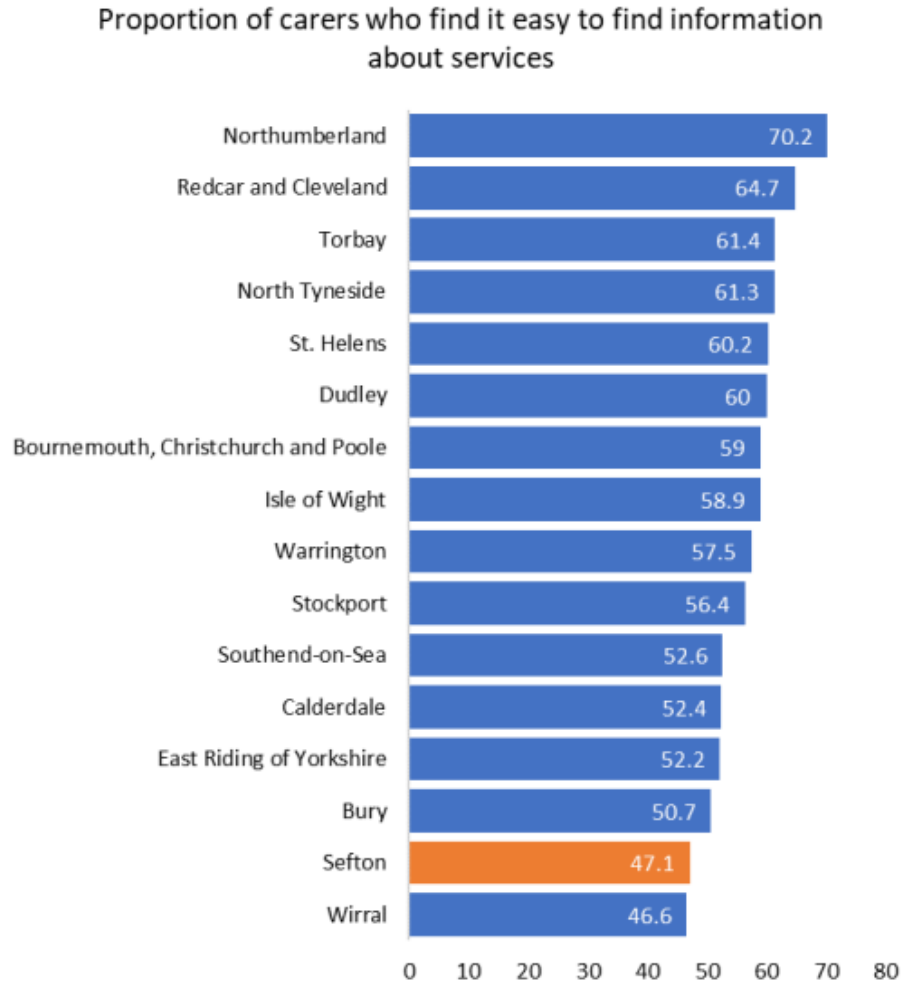


Involvement



Access to information

The proportion of carers reporting that it was easy to find information declined from 18/19 to 21/22 and Sefton ranked low against statistical nearest neighbours, the North West and England.

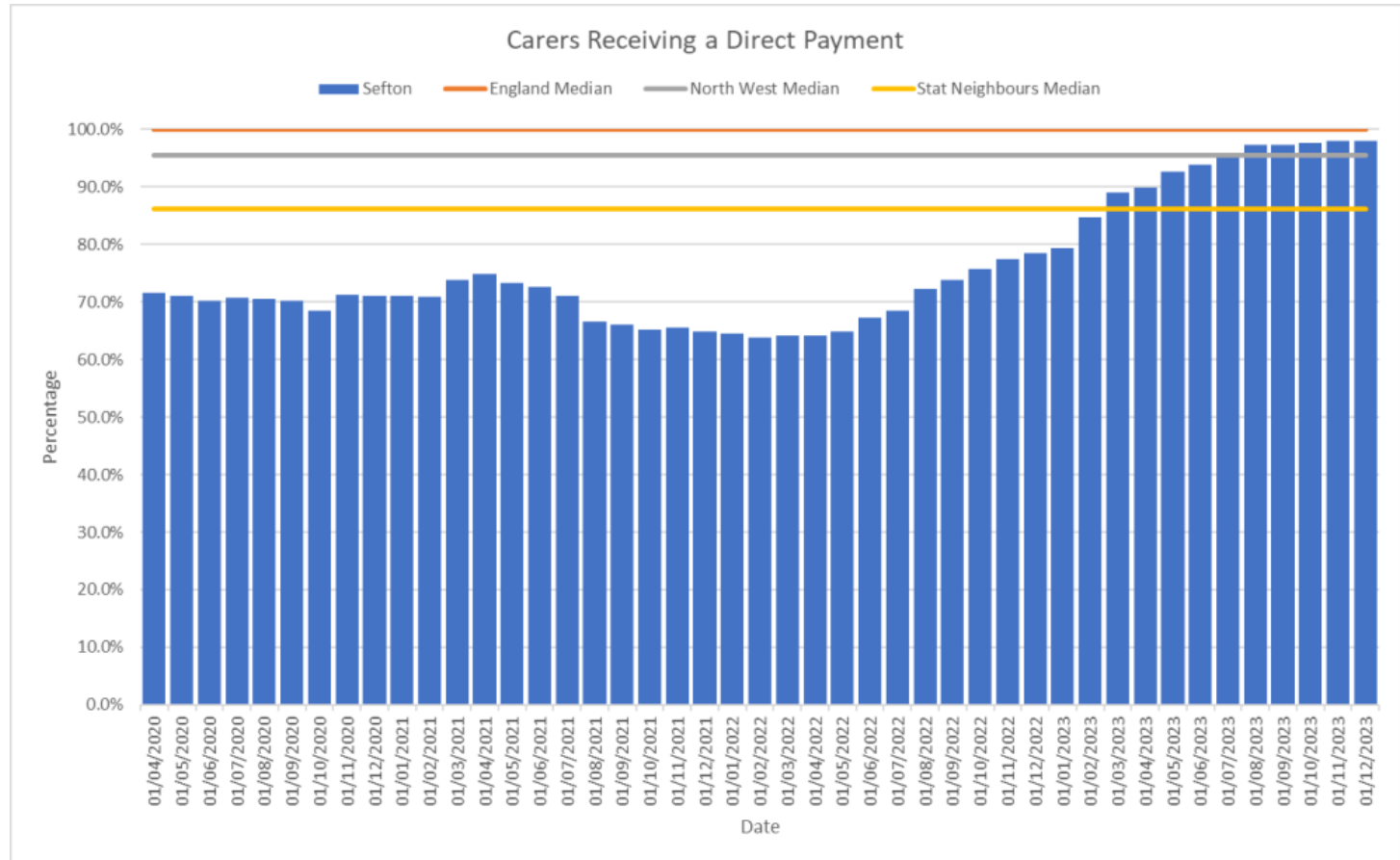


Carer Direct Payments

Over the past 12 months we have increased the proportion of our carers that are receiving a direct payment.

In 22/23 around two thirds of our carers were in receipt of a direct payment which placed us in the bottom quartile nationally, regionally and against statistical neighbours.

Currently 98% of our carers are now in receipt of a direct payment, this puts us above the North West and Statistical neighbours median figures.



Adult Social Care Survey (ASCS): 21/22

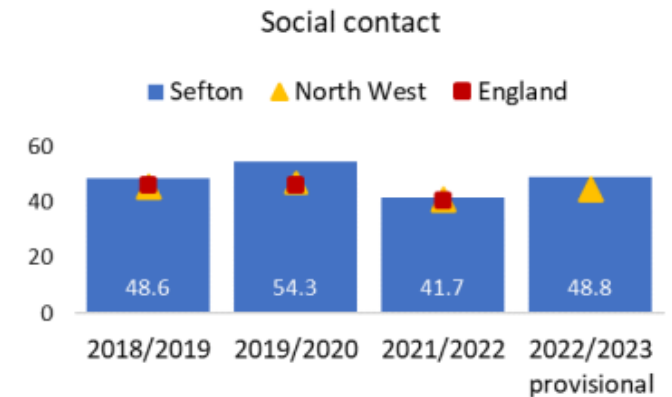
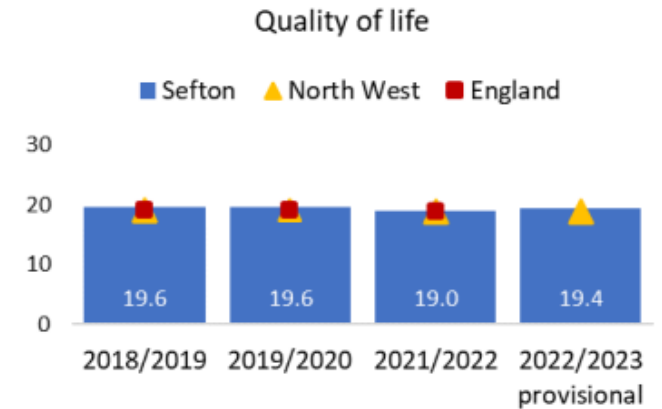
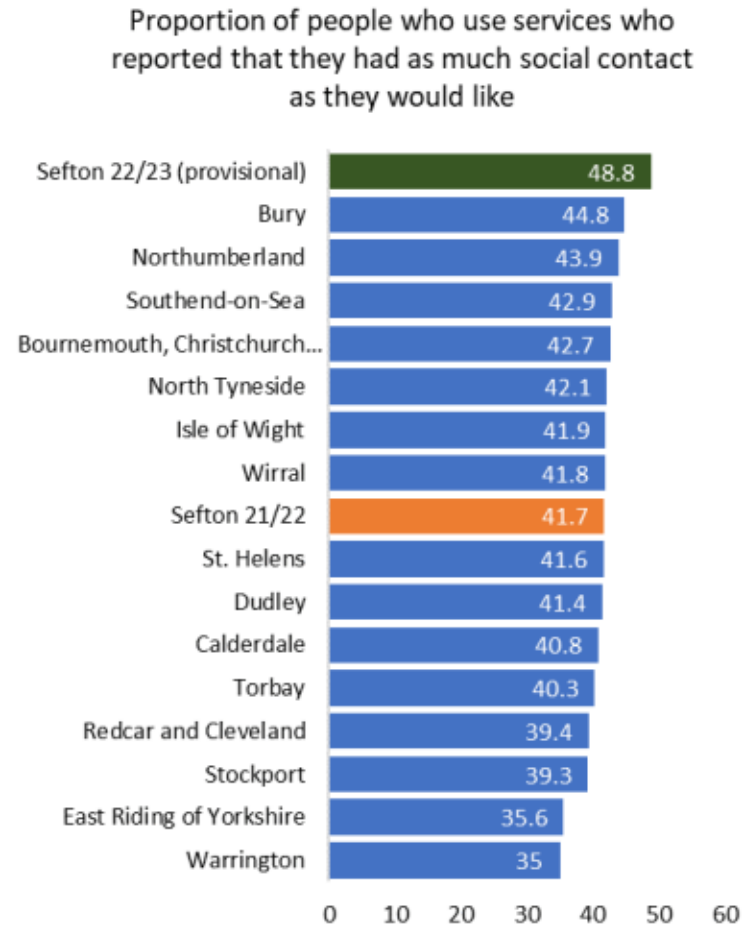
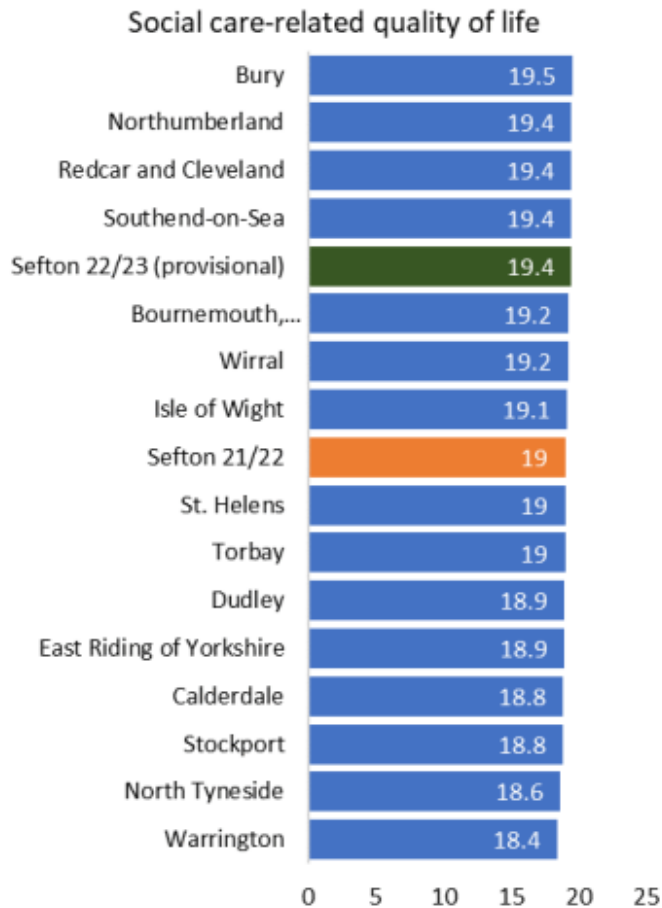
** No survey carried out in 20/21 due to Covid-19 pandemic*

*** Sefton's 22/23 results will remain provisional until the publication of the results later in 23/24*

Quality of life and social contact

Social care-related quality of life performed in line with England and North West in the three previous years and 22/23 provisional results.

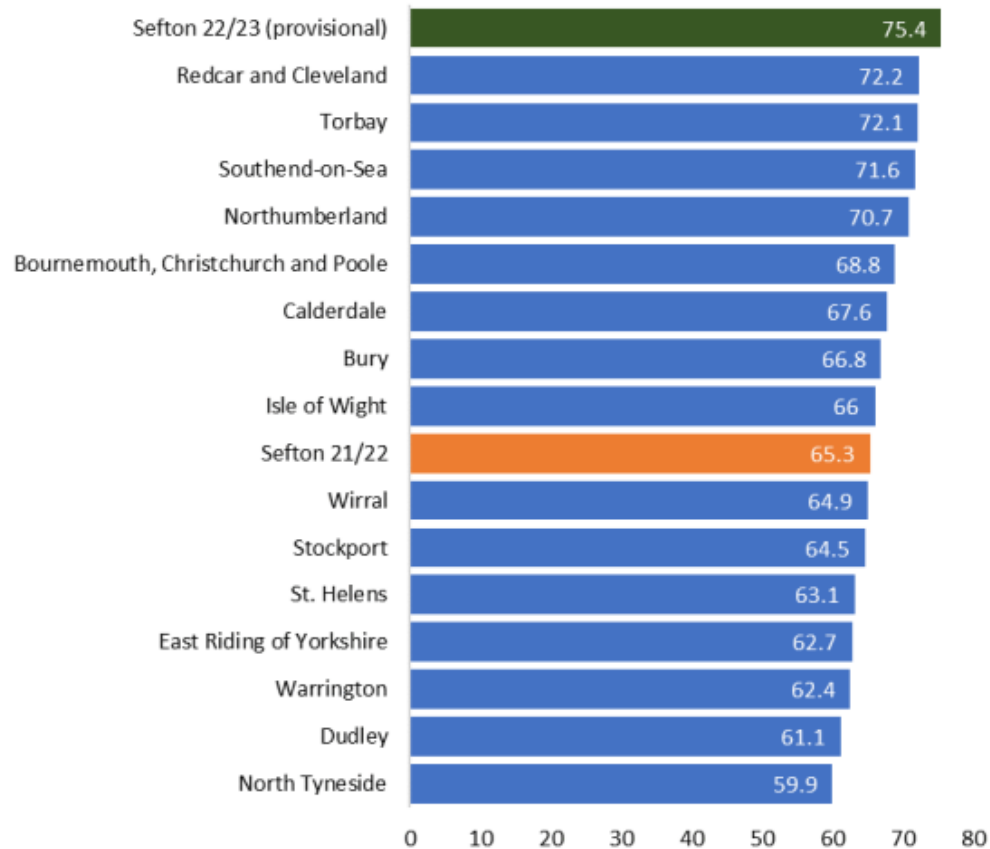
Social contact performed in line with national and regional comparators between 18/19 and 21/22. 21/22 saw a drop in the metric for both Sefton and our comparators, most likely linked to Covid and associated restrictions affecting socialising. The provisional results from 22/23 indicate an improvement in the measure.



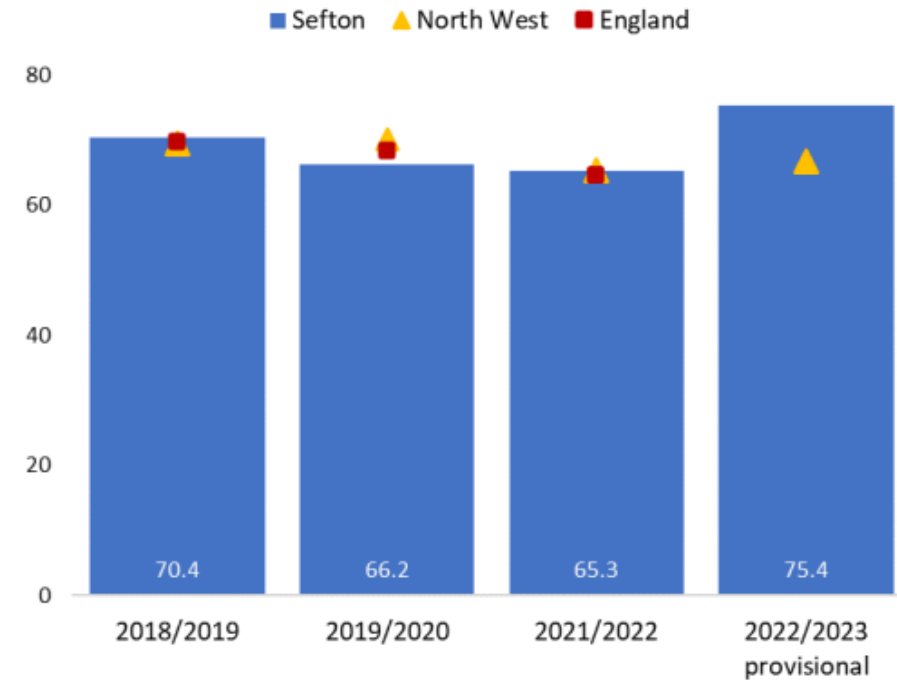
Access to Information

The proportion of service users who find it easy to find information about services was on a decline between 18/19 and 21/22. The provisional 22/23 results indicate a significant increase in the proportion putting us in a good position against statistical neighbours and the North West.

Proportion of people who use services who find it easy to find information about services



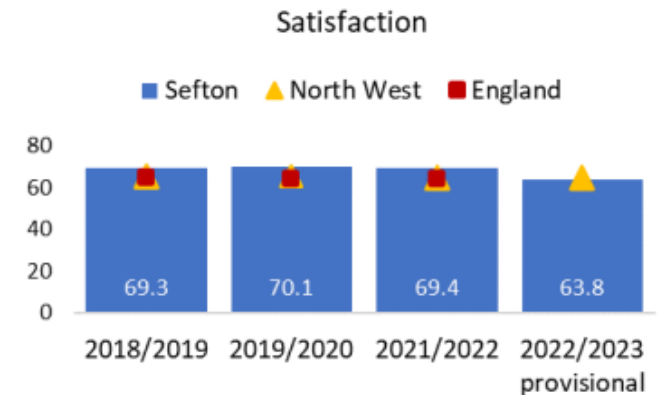
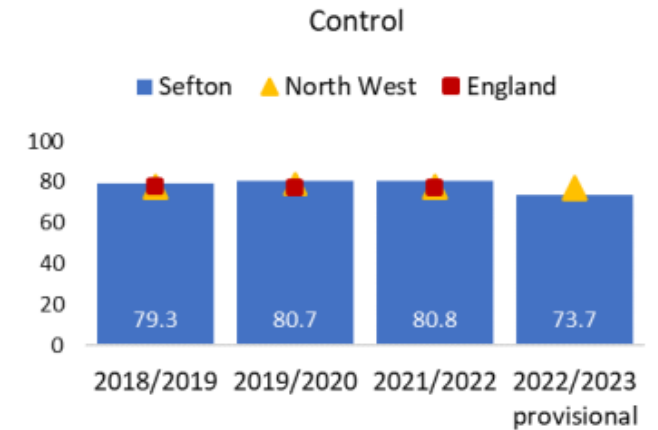
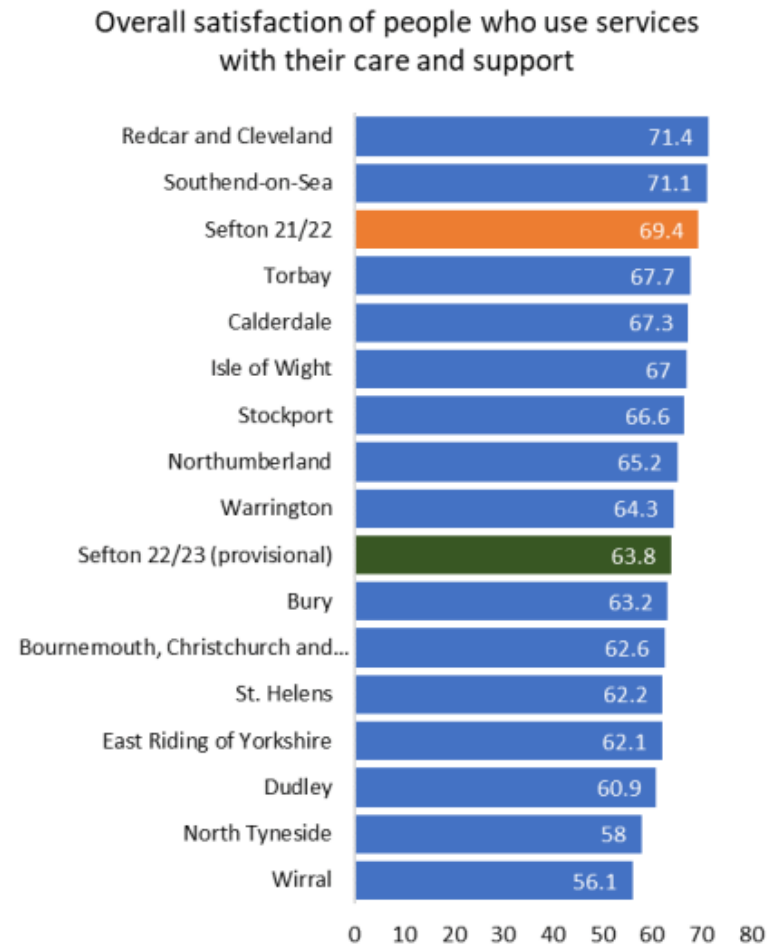
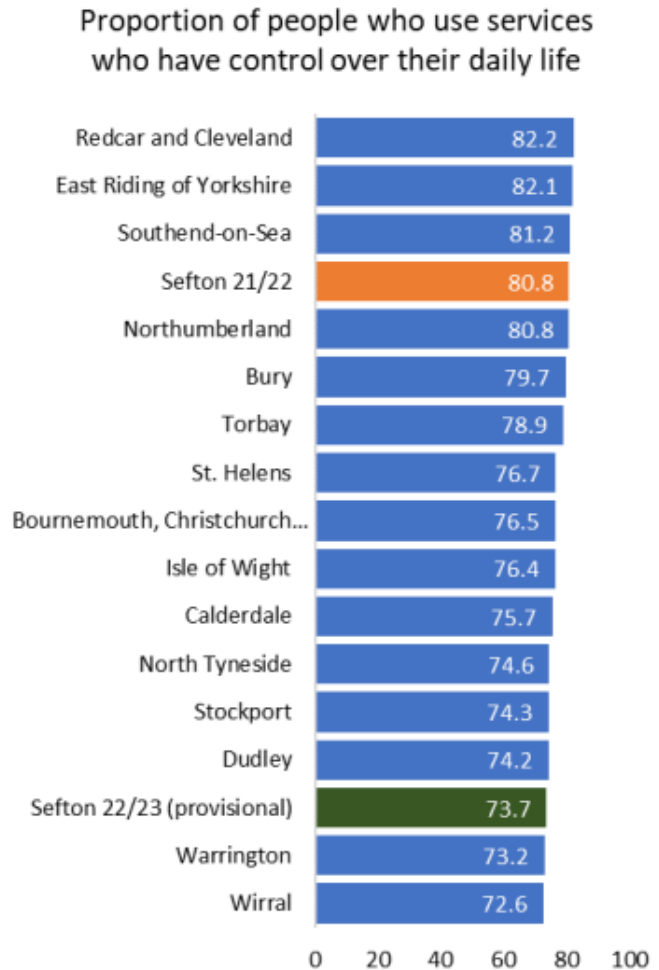
Access to information



Control and Satisfaction

Levels of control among service users in Sefton were close to those reported by England and North West for the three previous years. The 22/23 provisional results indicate a decline in the measure, putting Sefton behind the North West.

Overall satisfaction in Sefton between 18/19 and 21/22 remained fairly stable and in line with regional and national comparators. In 22/23 Sefton's performance declined, whilst North West maintained similar level compared to the previous years. **More analysis is required**

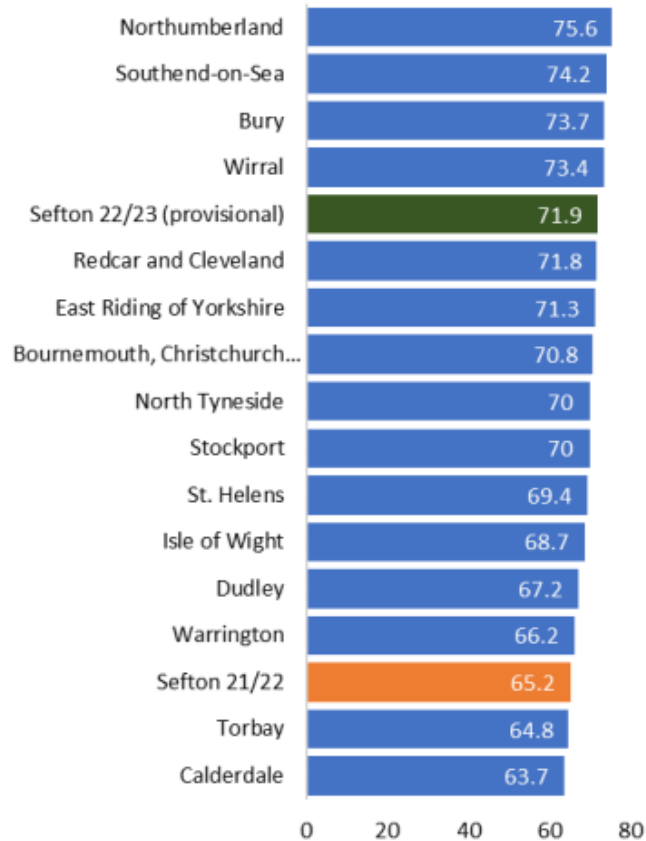


Feelings of Safety and Security

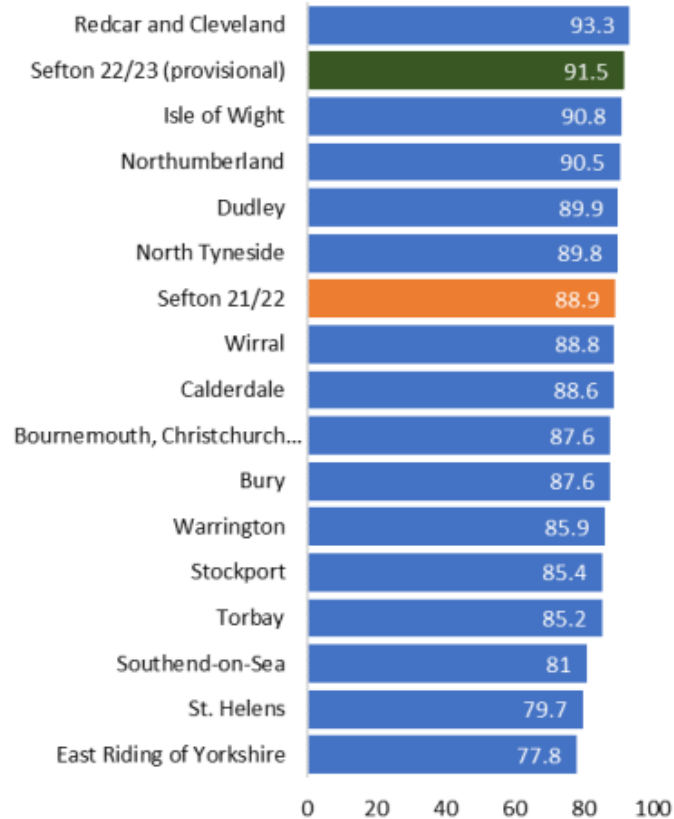
The proportion of clients who feel safe was fairly stable between 18/19 and 19/20. The figure dropped in 21/22 but increased to pre-pandemic levels in 22/23.

The proportion of service users who say that services have made them feel safe and secure has been on the rise since 18/19.

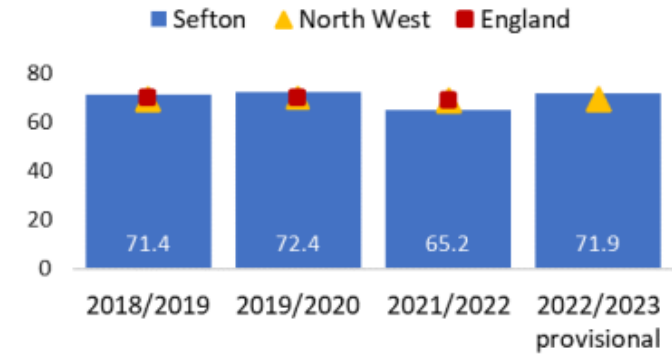
Proportion of people who use services who feel safe



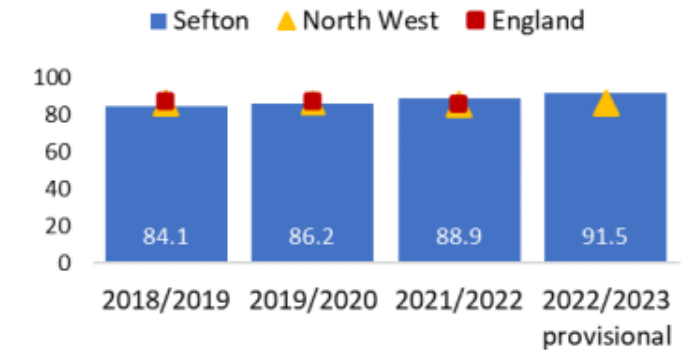
Proportion of people who use services who say that those services have made them feel safe and secure



Feeling safe



Feeling safe and secure- effect of services



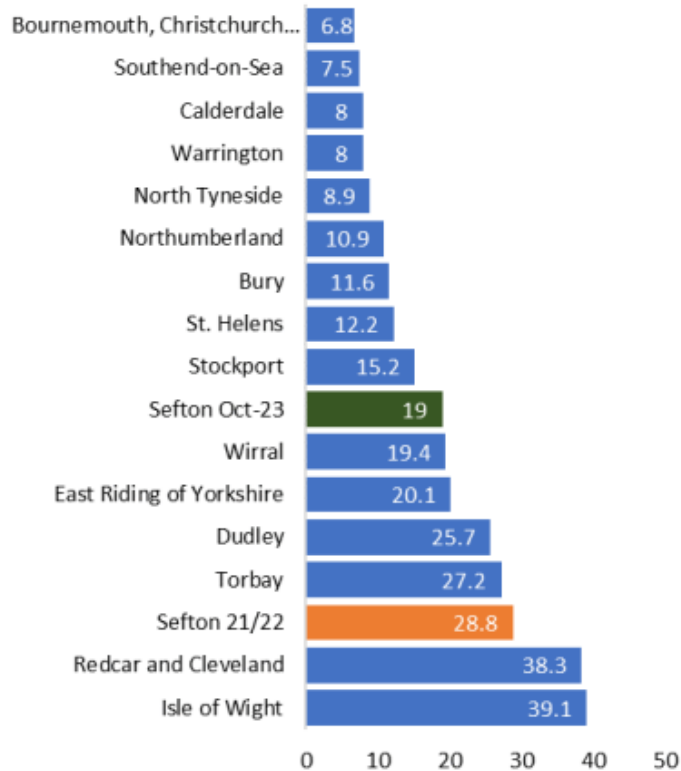
Short and Long Term Support (SALT)

Residential and Nursing care

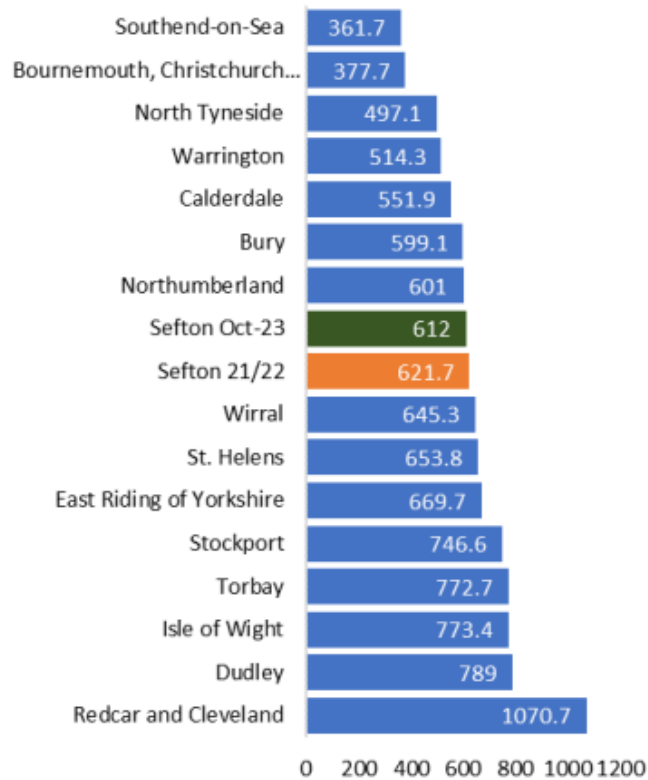
Historically, Sefton's care home admissions for both younger and older adults have been high.

In 23/24 number of admissions is no longer as high as it used to be, and Sefton displays an average performance against statistical nearest neighbours and the North West.

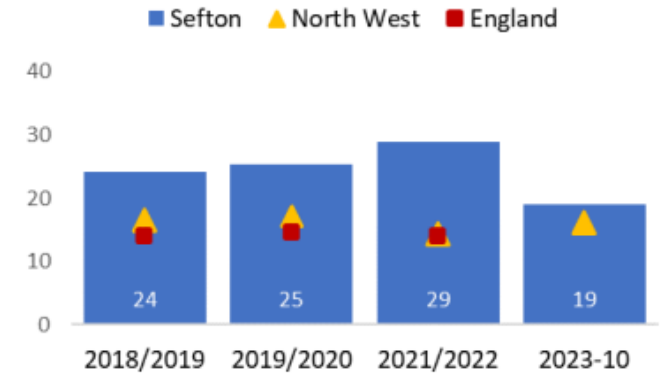
Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population



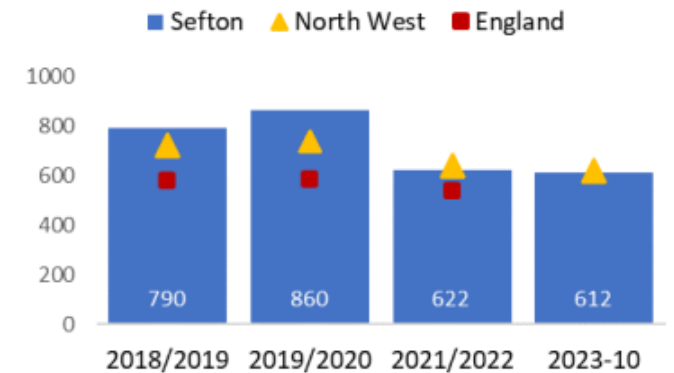
Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population



Admissions for adults aged 18-64



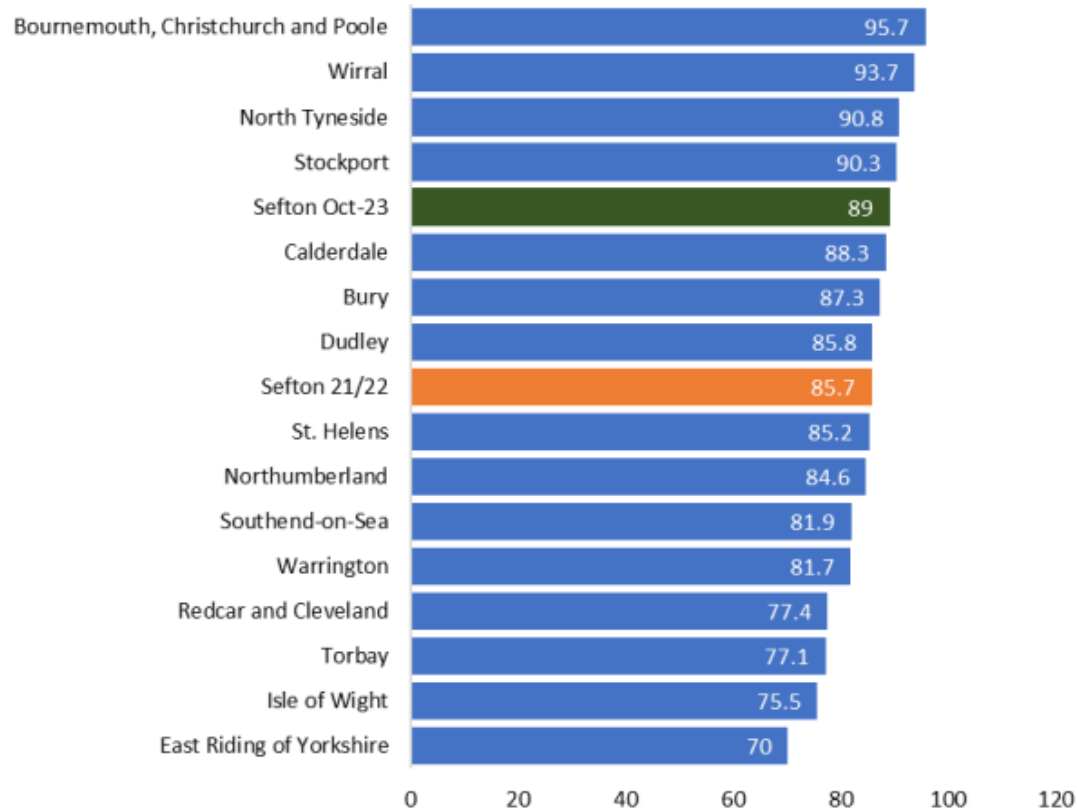
Admissions for adults aged 65 and over



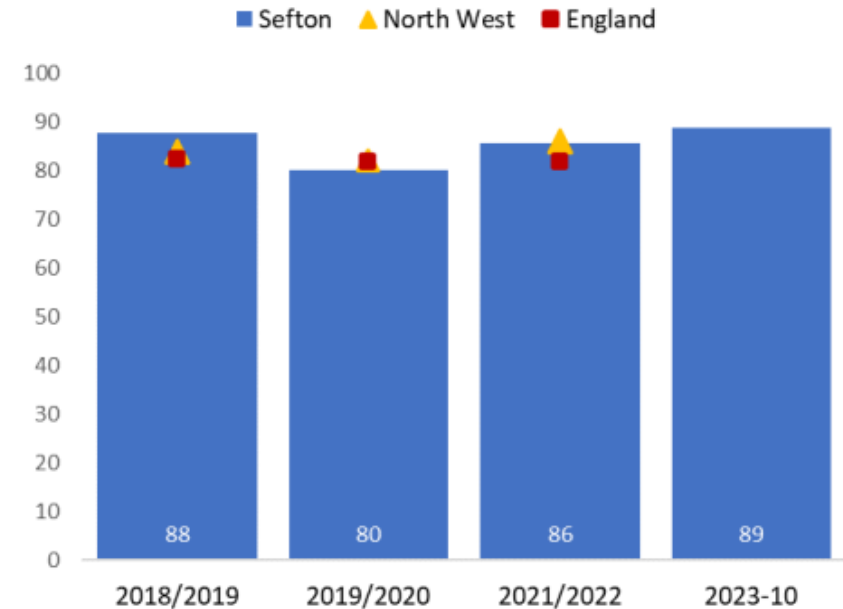
Prevention re-admission

The proportion of older people aged 65 and over who were still at home 91 days after discharge from hospital into reablement services dropped between 18/19 and 19/20 but has been on the rise since. Further work is in progress to develop the current reablement offer in order to reduce alternative to reablement provision

Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services



91 days after reablement

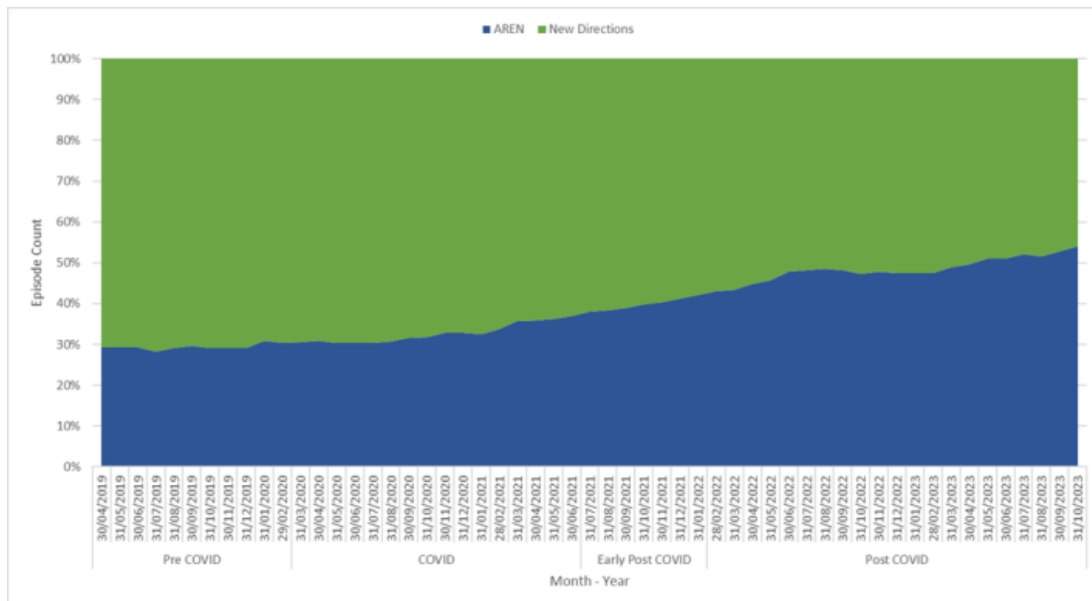
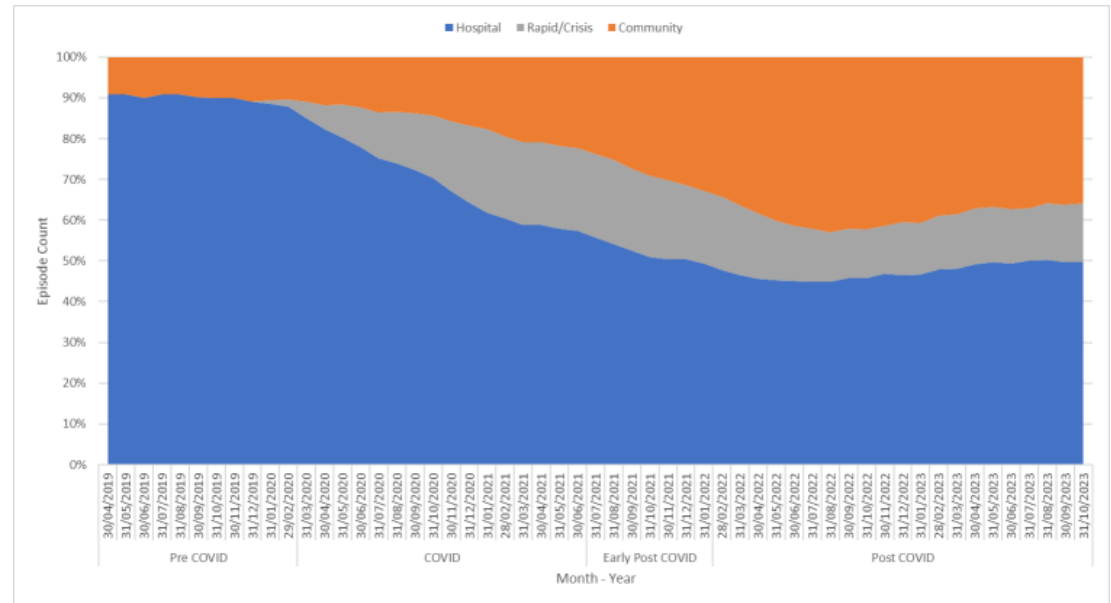


Reablement Delivery Trends

Prior to COVID, 90% of reablement services were delivered to those being discharged from hospital.

This is now around 50%. The New Directions Crisis Response service (designed to prevent hospital admission) makes up 15% with the remaining 35% coming from the community.

Pre-COVID, New Directions delivered 70% of Sefton's reablement; this is now under 50% and whilst capacity has been improving this does remain a challenge and more capacity is needed to meet the presenting need



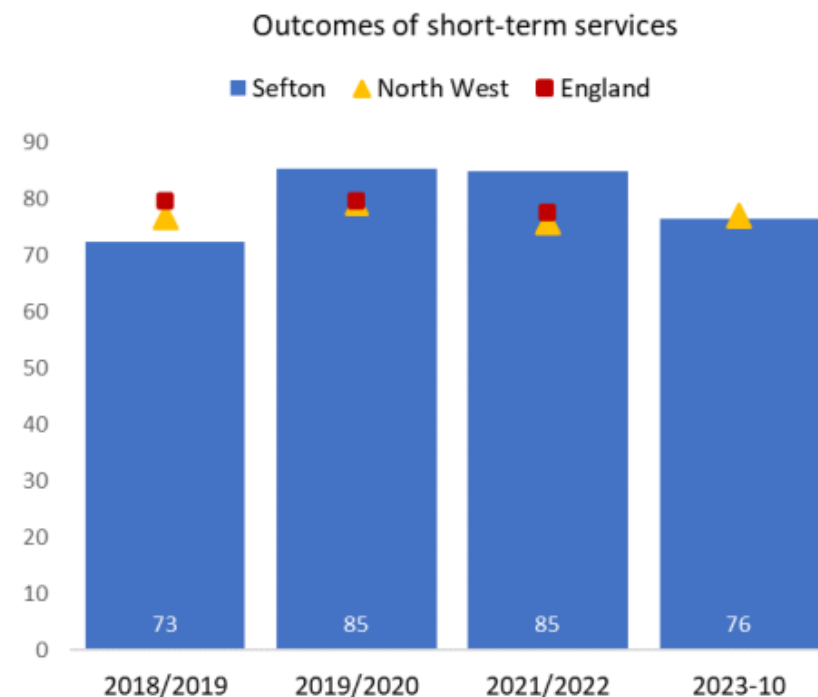
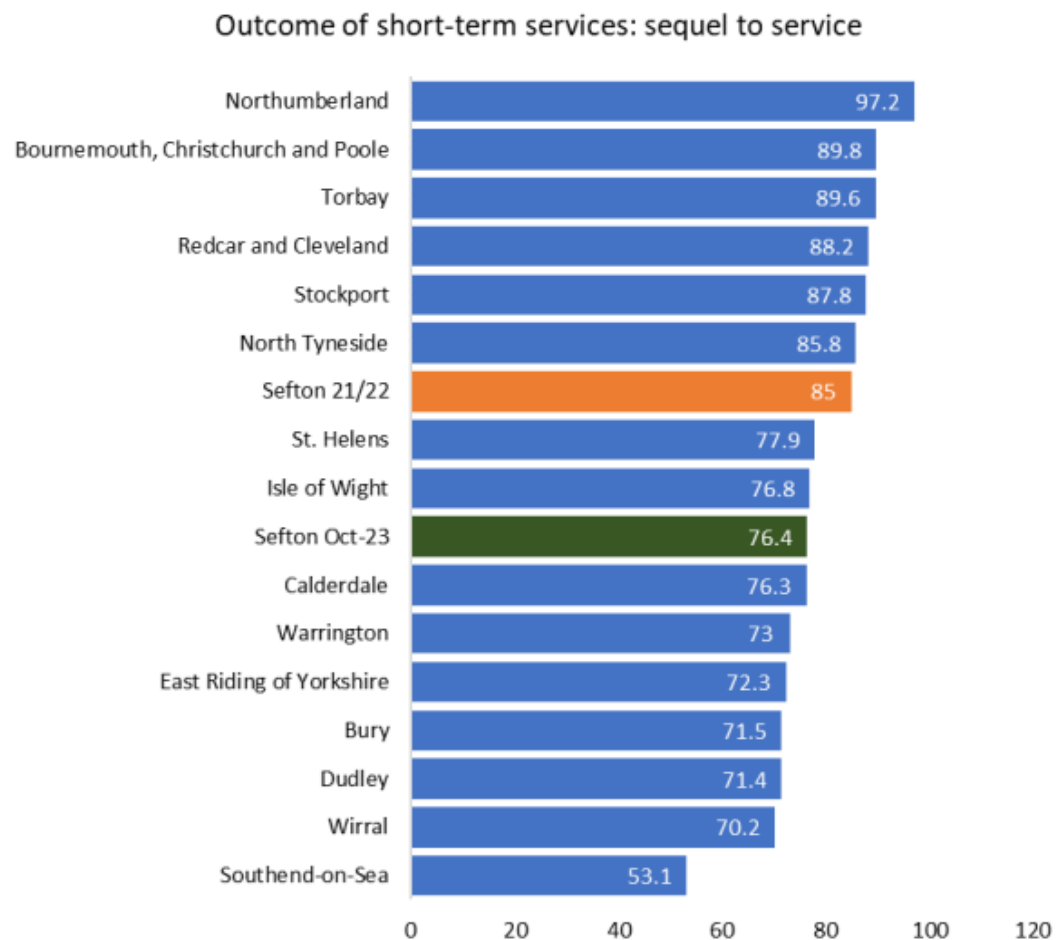
The past few years have seen a growth in the number of reablement services being delivered through Alternative-to-reablement (AREN), however this does a significant cost to the Department and can provide variable outcomes for individuals..

A whole scale review of the reablement provision is currently being carried out working in partnership with Sefton New Directions and colleagues from the NHS as this links very closely to the wider intermediate care provision.

Short-term support outcomes

The proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level has fluctuated and current outcomes are lower compared to 19/20 and 21/22.

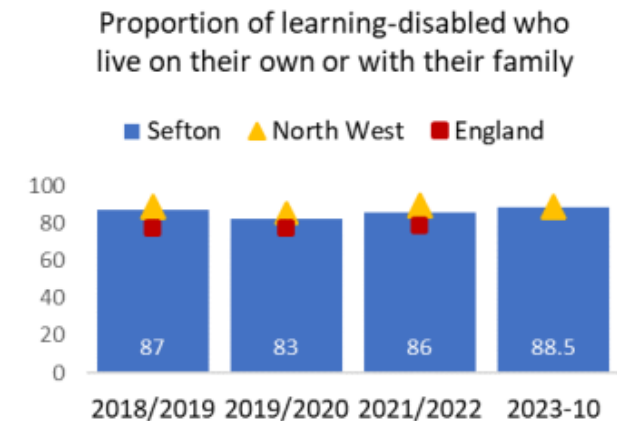
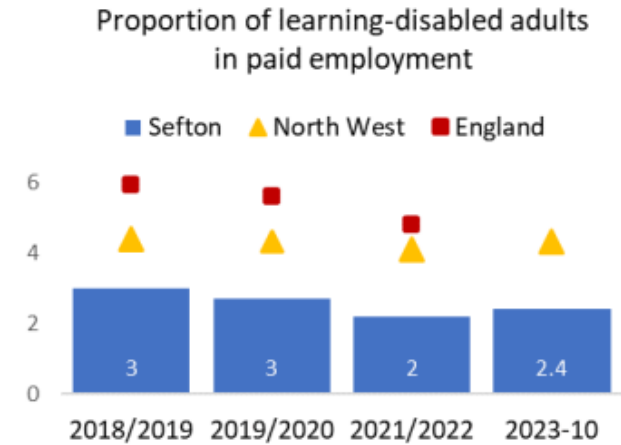
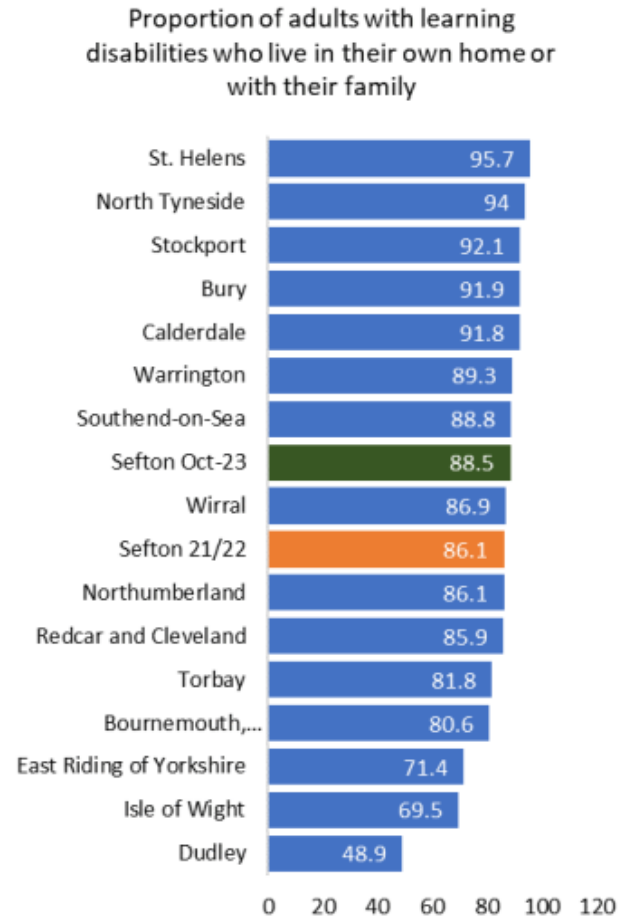
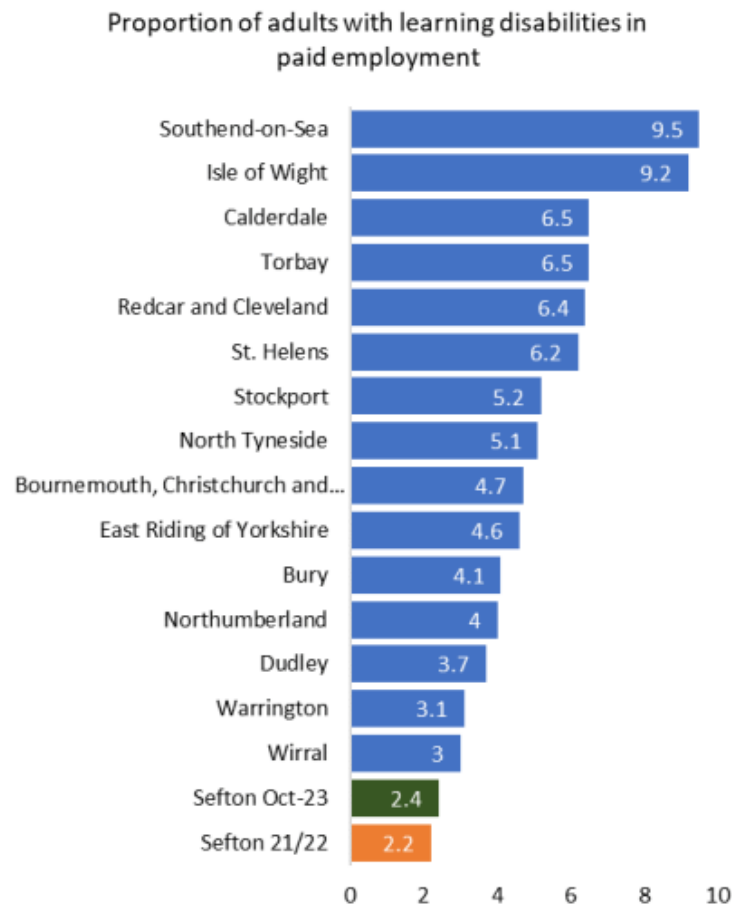
Our performance is average compared to the statistical nearest neighbours and the North West.



Learning Disabilities Employment and Independence

The proportion of learning-disabled adults in paid employment has been low both historically and most recently in 23/24. A development group with system partners is in place and a paper to Executive Leadership Team in Jan 2024 regarding proposals for improving this and opportunities to adopt a Council Wide approach

The proportion of learning-disabled adults who live in their own home or with their family performs average against all comparators.

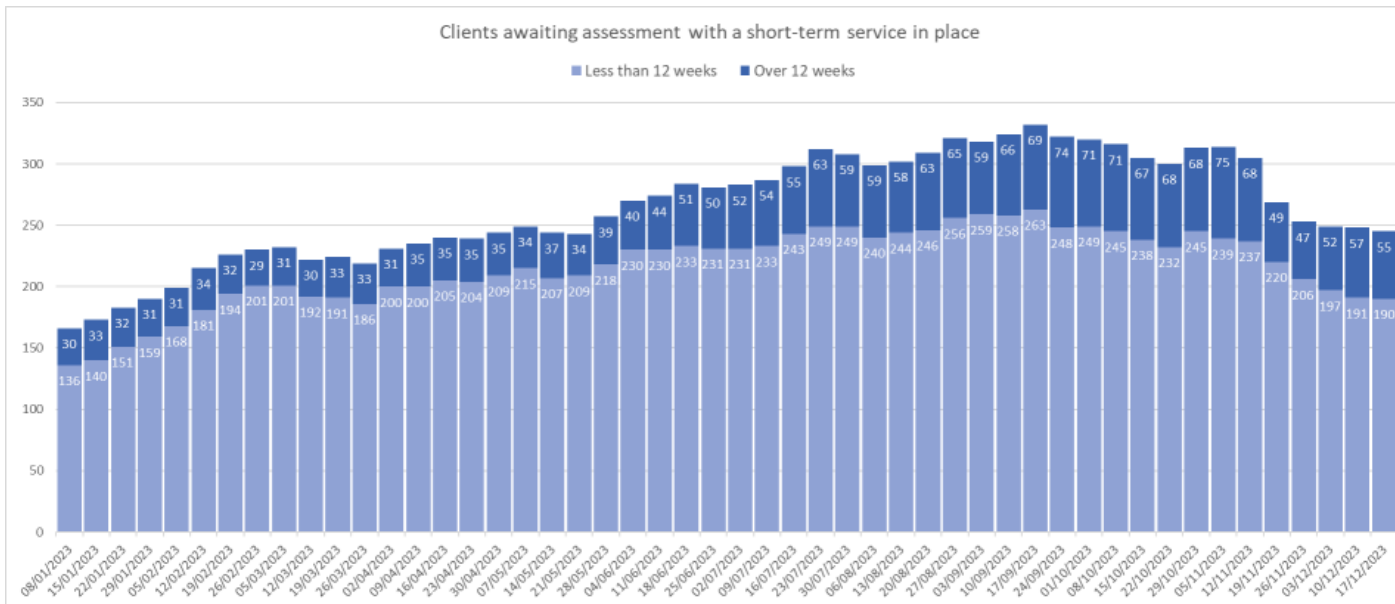
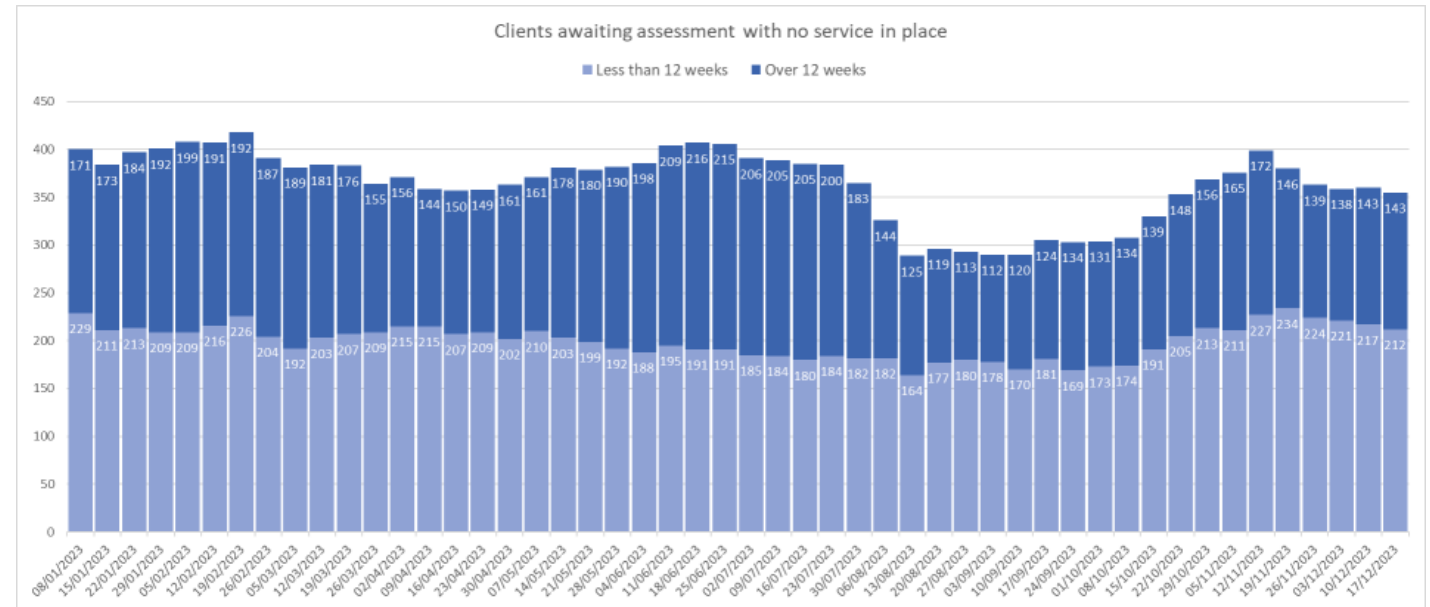


Social Work demand

We currently have 355 people waiting for a further assessment, this is 11% (55 people) fewer than the beginning of the year. This follows an initial contact being completed at the point people get in touch and urgent action being taken where needed.

Of those waiting 60% have been waiting less than 12 weeks, this is a similar proportion as has been seen throughout the last 12 months. Contact is maintained with individuals who are awaiting social work intervention and cases prioritised based on risk. Weekly monitoring is in place and oversight by the Exec Director is in place. Additional staffing resource has also been put in place to improve waiting times.

In 2024, a new local performance targets will be introduced with the aim of all assessments being completed within 28 days from the first point of contact. An improvement trajectory plan will be in place to support this target.



There are 245 clients with a short-term service in place (reablement or short-term/transitional care home bed).

The number of people requiring a short-term service increased from January 23 to the end of September 23, almost doubling during this period. Since then, numbers have however come down by 24%.

Of those waiting in a short-term service who require further assessment or longer term support, 80% have been waiting less than 12 weeks.

2024 will also see the introduction of local performance targets in this area, with the ambition to for all onward assessments to be completed within 6 weeks.

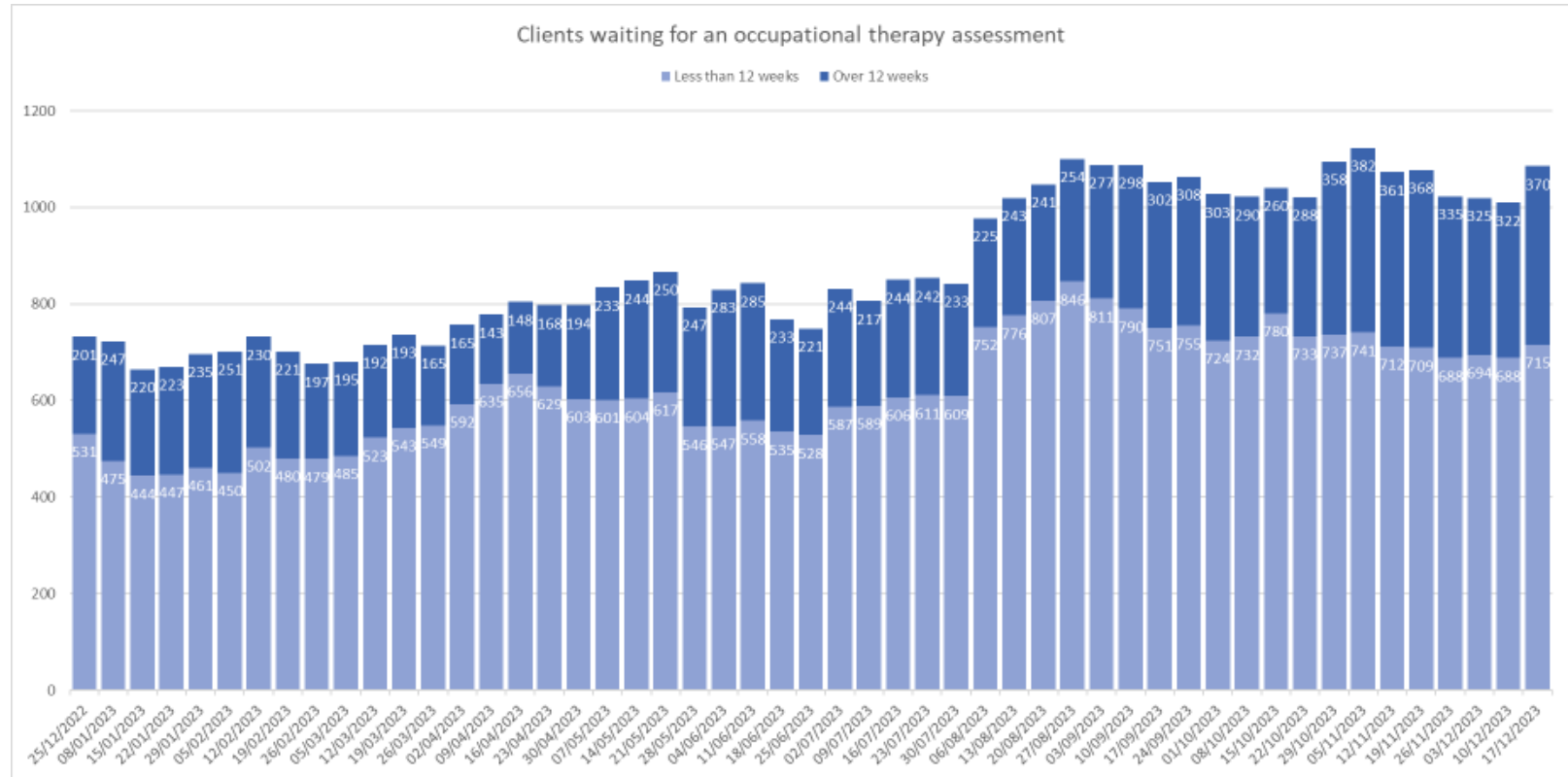
Occupational Therapy demand

Since August we have averaged around 1,000 people waiting for an occupational therapy assessment. This compares to 770 people during the first half of the year.

Around two thirds of our clients have been waiting for less than 12 weeks, this proportion has been consistent throughout the past year.

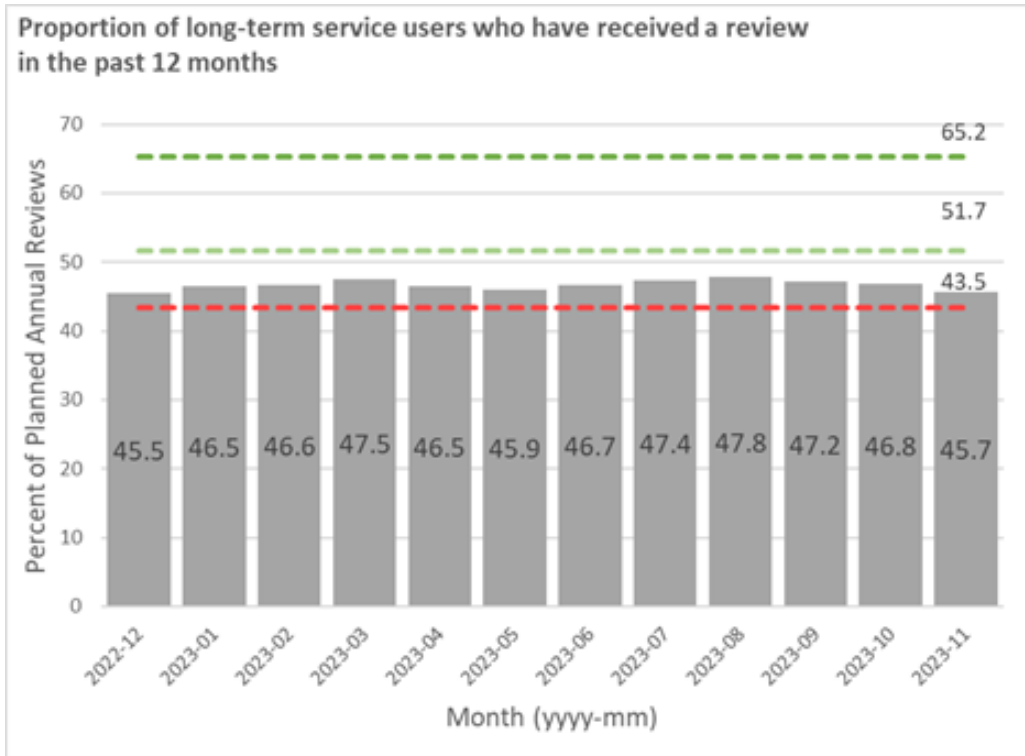
Currently, we are exploring an external targeted team to reduce the waiting list. Alongside this, an operational action plan has begun to implement long term changes in reducing referrals and waiting times. These include:

- *Strengthening the front door offer*- signposting, use of TEC, enhanced equipment provision and empowering self- management.
- *Workforce change*- enhancing the OT skill mix, implementing more efficient ways of working and introducing a collaborative approach to case management across the team.



Reviews

Reviews Top Q Median Bottom Q



Of our long-term clients 46% have received their annual review within the last 12 months. This figure has been stable over the past 12 months.

This puts us just outside of the bottom quartile in the North West but is below the median of 52%.

Performance in this area has been impacted by the need to divert workforce resource to unplanned reviews, home closures, provider quality concerns and other targeted work.

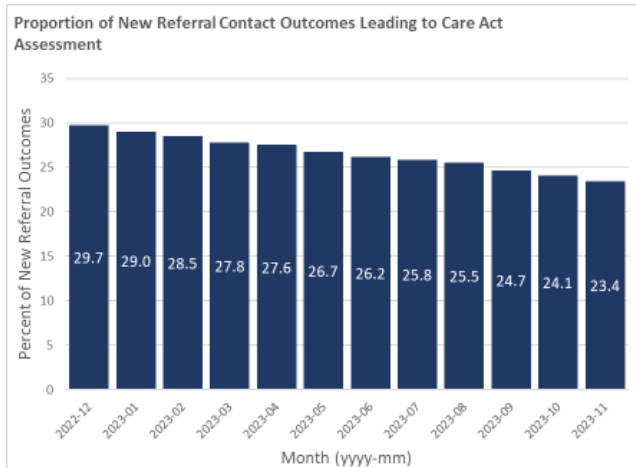
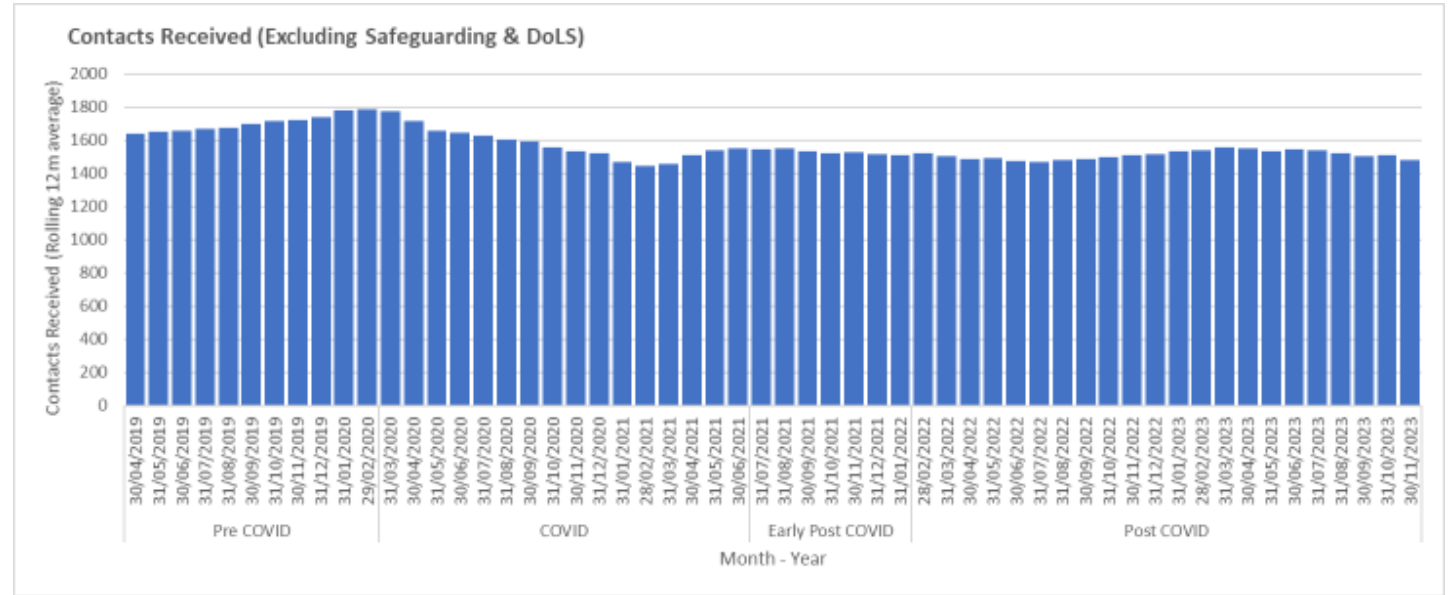
It does however remain a key area of focus with an improvement trajectory and action plan in place.

Front Door Activity

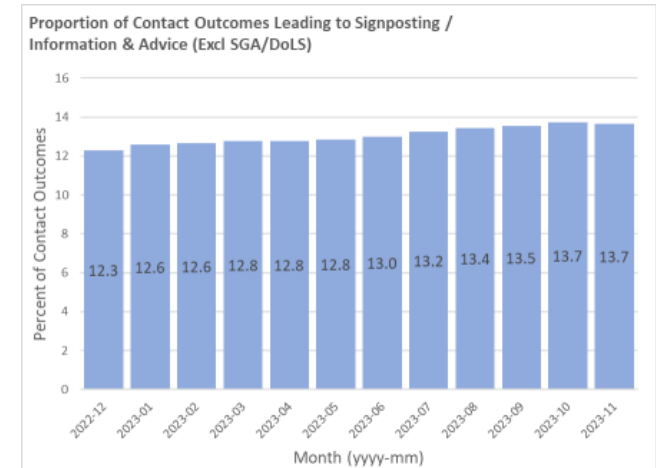
Front Door

Adult Social Care receive around 1,500 general contacts per month, this is excluding those related to safeguarding and DoLS.

This figure has remained fairly stable in the years since the end of the COVID pandemic but is around 12% fewer contacts per month than we saw prior to COVID.



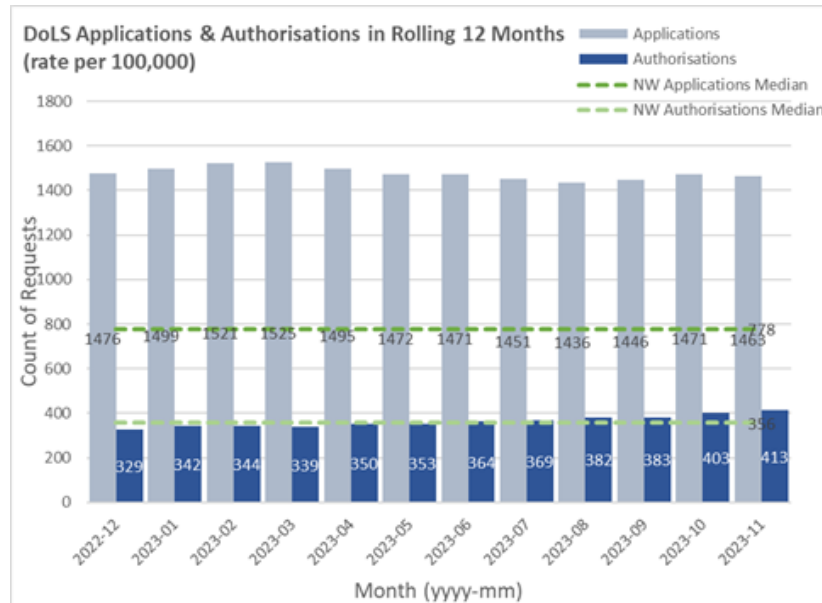
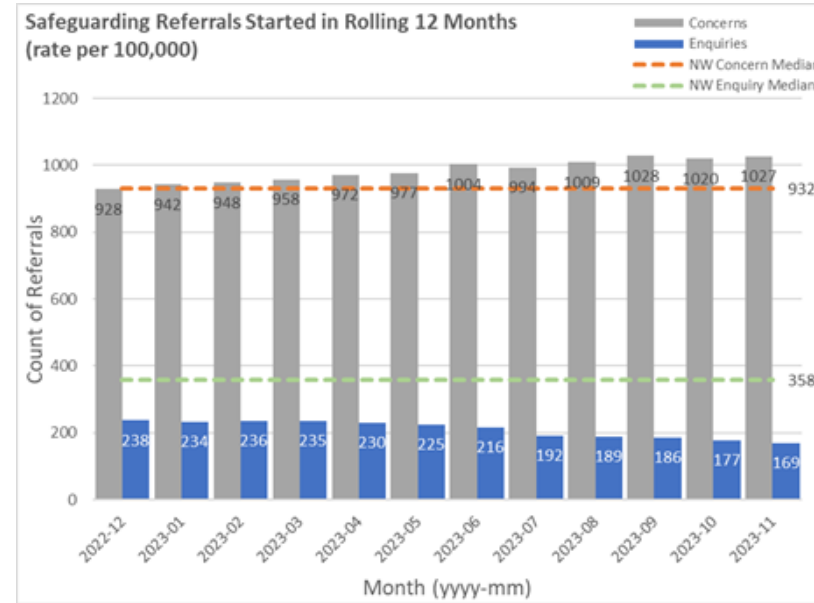
Over the past 12 months we have seen a reduction in the proportion of contacts resulting in a full Care Act assessment and an increase in the numbers of people provided with signposting and advice. Contacts resolved through signposting have increased by 1.4 percentage points whilst those resulting in an assessment have come down by 6.3 percentage points.



Safeguarding & DoLS

We have seen an increase in our rate of safeguarding concerns, at the beginning of the year we were at the same rate as the North West median. We are now 10% above that figure.

Safeguarding enquiries (section 42s and other safeguarding enquiries) have seen a slight decline over the past 12 months and is around half that of the North West median.



We receive a very high number of DoLS applications compared to our North West neighbours, around twice as many as the North West median. Further analysis is being undertaken regarding this.

However, our authorisation rate is around the same as that in the North West.

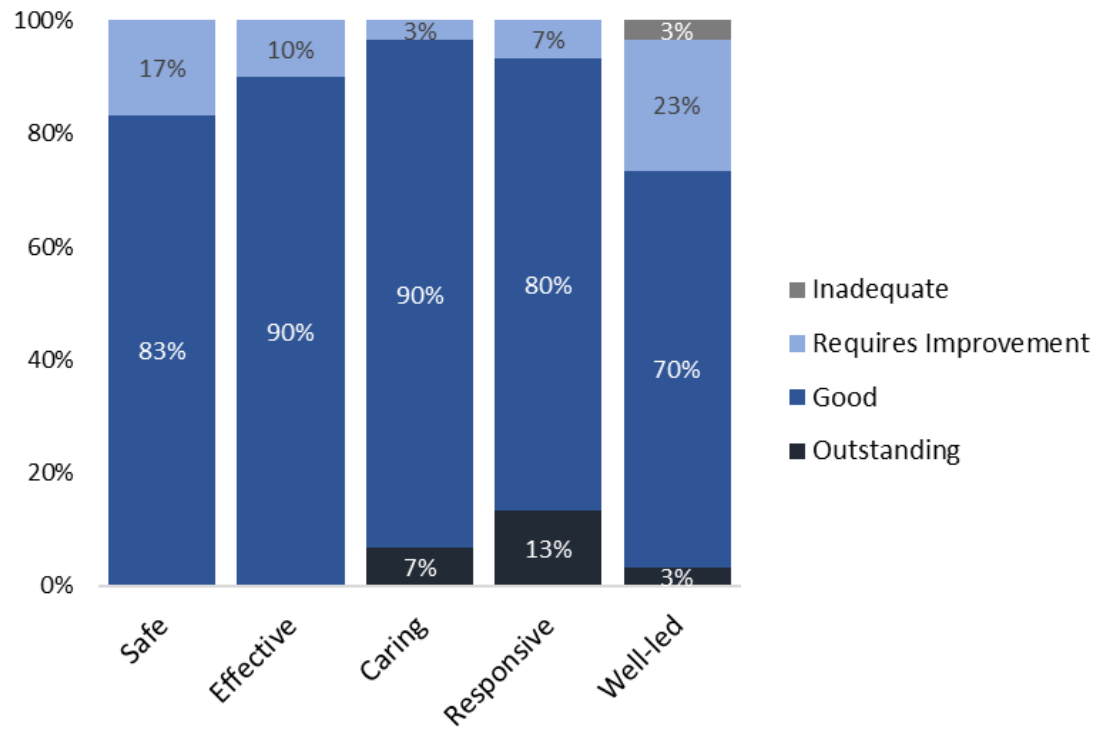
Sefton's Social Care Market and CQC data

Sefton's ASC Locations and domains ratings

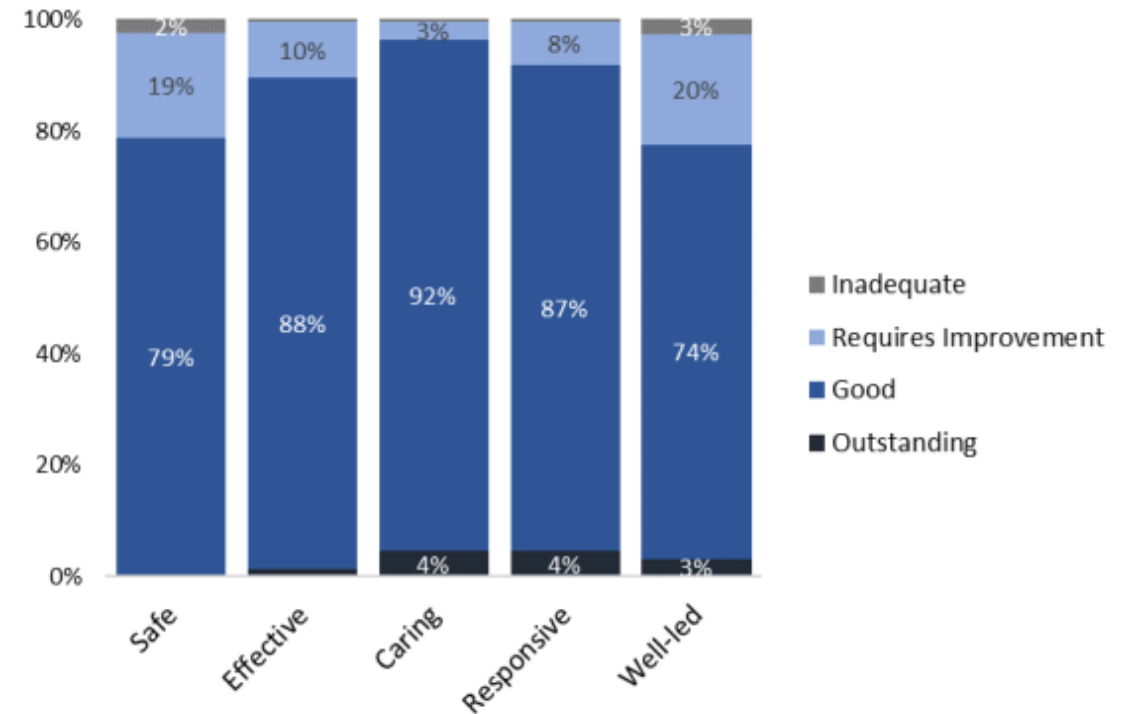
As of November 2023, the CQC ratings of Sefton's providers was largely in line with those in the North West, with Caring and Responsive being the strongest areas.

Well led was the worst performing domain in Sefton, as it was in the North West. Just over one quarter of providers were assessed as not being well led.

Sefton's domains ratings



North West average domains ratings



Sefton's ASC Locations and CQC overall ratings

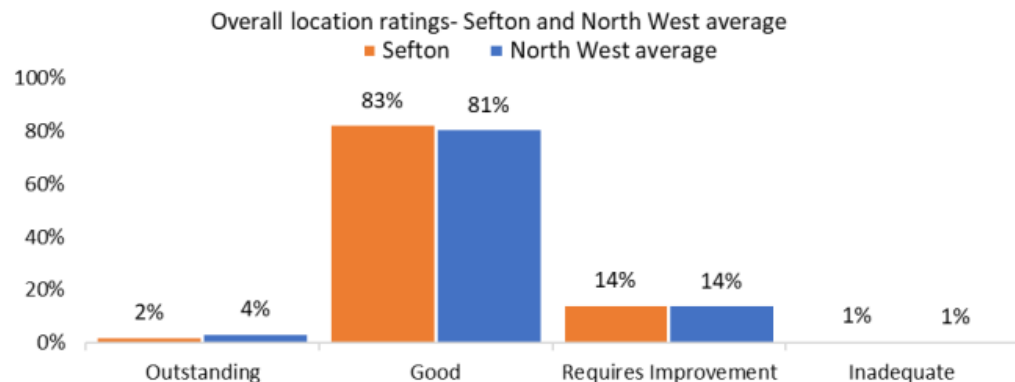
As of November 2023, Sefton had 179 registered locations operated by 137 providers. 69% of locations were classed as residential.

Sefton displayed an average performance against other local authorities in the North West for the overall CQC rating and the proportion of locations rated either Good or Outstanding.

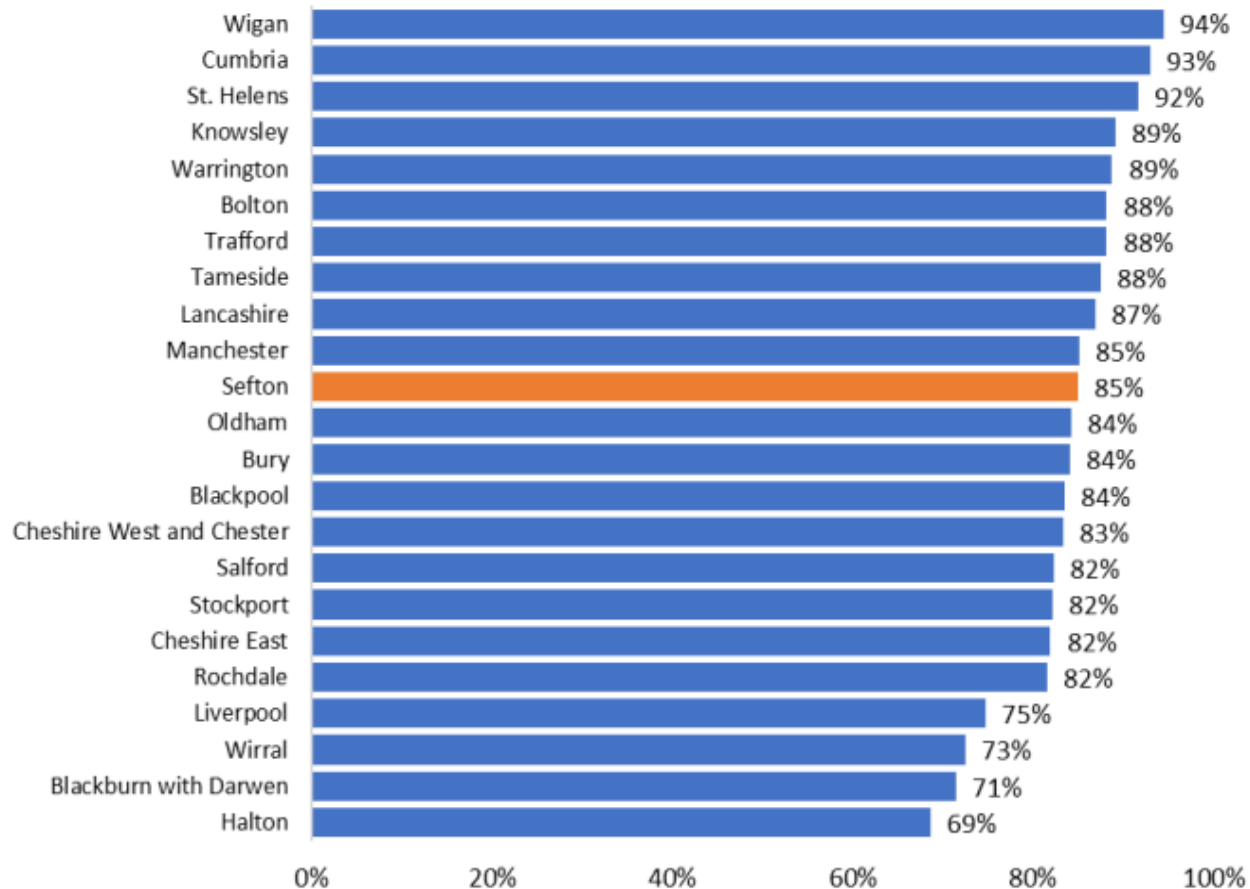
Only one location in Sefton was rated Inadequate.

24 locations were rated Requires Improvement. The Quality Assurance Team are working with all providers to improve the quality of service being provided in these homes.

All placements are reviewed by health and social care staff to ensure safety and risk management. Moves are also facilitated wherever needed and concerns are managed under safeguarding procedures.



Proportion of locations rated Good or Outstanding



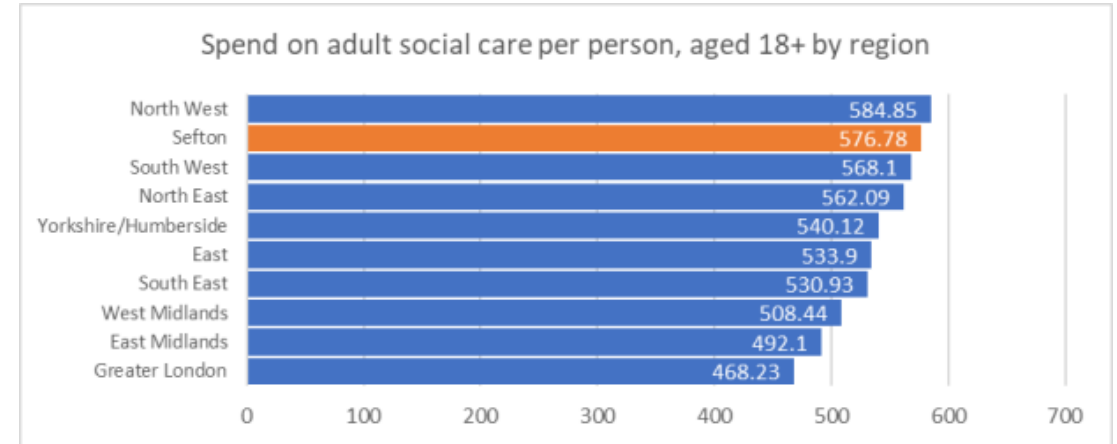
Sefton's Financial Return

Sefton's ASC Locations and domains ratings

Sefton's spend on adult social care as a rate of the adult population is higher than in England and against our statistical neighbours.

However, when compared to other North West authorities our spend as a rate of the population is just below average.

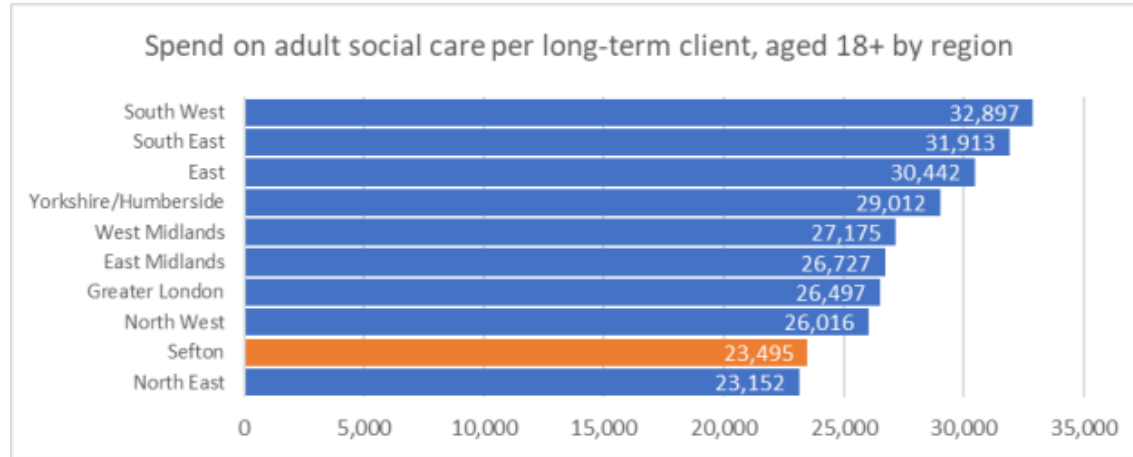
In the Liverpool City Region only Wirral spend less per head of the population than we do in Sefton.



Our spend as a rate of our long-term clients is low compared the rest of England.

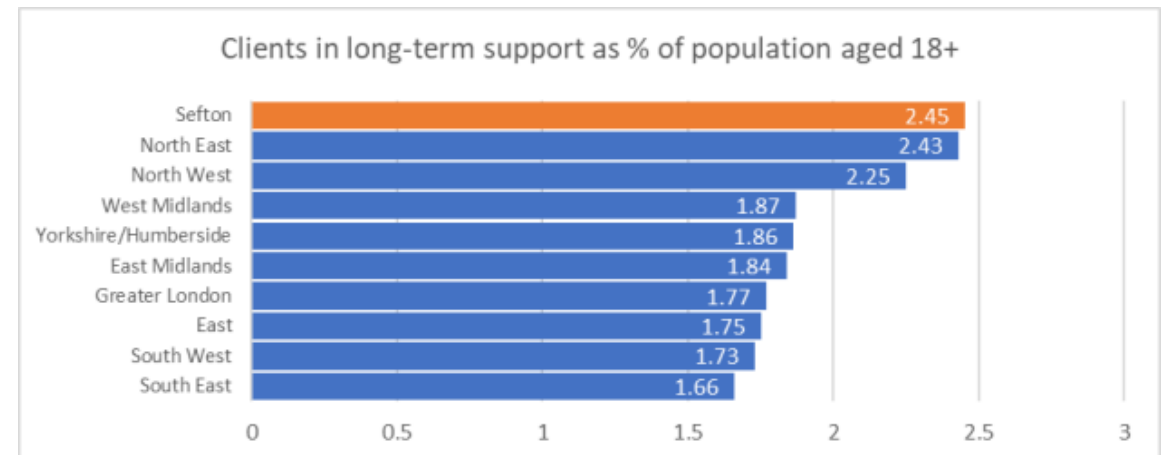
Like other authorities in the North West, in Sefton our ASC spend is high as a rate of the overall population but our spend per client is low.

In Sefton we spend around 10% less per client than other authorities in the North West.



This difference in Sefton and the North West is a result of higher proportions of the adult population receiving support from Social Care.

As we can see in the graphic to the right, 2.45% of adults in Sefton receive long term support from Adult Social Care, this is higher than all other regions in England.



Access to Information and Website

We have continued to develop key Information on the ASC website, so to ensure information does support better the areas of the national CQC single assessment framework, and this shows in our overall improved position from the last 12 months.

This is also since the Council implemented both its easy read access standards and coproduction framework, which provides ASC with the tools to ensure that information is right, responding to the needs of people who do access and use ASC services.

The webpages now include easy read pictures, sound video support mode and easy read information once you drill down into key subject matters.

We are also working with community partners to update our local directories, so to ensure that people accessing ASC pre-front door are supported with information, advice and signposting to where they need to be. We have also invested in single point phone contacts, given we believe for ASC, having a direct person to talk to, makes a difference.

We have also commenced talks with people who access services, regarding their views of the website so we can improve the front facing page.

Whilst we are improving information on our website, there is further work to do and we are now in the process of putting a 6 -month plan in place with the Councils communications team.

There is a need to replicate for this carers

Adult Social Care

You will find all our adult social care services here in one place. You can raise a concern, find support or get a social care assessment.



Raise a Concern



Get a Social Care Assessment



Independent Living



Paying For Care



Support Services



Keeping Well



Carers



Consultations



Compliments, Comments and Complaints



Policy and Strategy



Access your Personal Information



Social Care and Health Commissioning