

# Adult Social Care Performance Overview

Overview and Scrutiny Committee  
Adult Social Care & Health  
October 15th 2024.

## ASCOF measures

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.

### **Admission into care:**

Over the past 12 months Sefton's admissions to nursing and residential care homes for people aged 18-64 have come down from 28 to 25 admissions per 100,000 of the population. Whilst we remain in the bottom quartile both in the North West and in England, there is a continued focus on reducing the numbers of placements both for under and over 66 year olds and this forms a key part of the Adult Social Care 3 years transformation programme, which is called "Better at Home". In admissions of people aged 65 and over, Sefton has improved its performance over the past 12 months. Admissions have come down from 682 to 645 per 100,000 of the population. Our admission rate is average for the region and slightly above the rate seen in the rest of England.

### **Reablement:**

Just under 90% of older people (65+) going through reablement/rehabilitation services following hospital discharge remain at home 91 days later. This compares well regionally and nationally, putting us in the top quartile in England and just outside the top quartile in the North West

### **Self-directed support & direct payments:**

Around 25% of our social care clients are supported via a direct payment, this is a similar proportion seen in the North West (25%) and in England (26%). The service has recently undertaken direct engagement with individuals and carers to see how we can further increase this number.

We have seen significant increases in the proportion of our carers receiving direct payments. In 22/23, 71% of our carers were supported with a direct payment, this is now up to 90% putting us above the North West proportion of 80%.

### **Employment:**

The proportion of learning-disabled people in paid employment remained fairly stable over the past few years between 2-3%. This is lower than the North West (4%) and England (5%).

### **Housing:**

The proportion of people with learning disabilities who live in their own home or with their family has remained stable over the past 12 months. The 88% of people living in settled accommodation at the end of July put us in the top quartile for England and similar to the proportion seen in the North West (89%). A new supported housing strategy is being developed which will be presented to Overview and Scrutiny in late Autumn 2024

### **Sequel to short-term support**

Around 75% of people supported with a short-term service subsequently go on to require no ongoing support or see a reduction in their support package. This is slightly below the proportions seen in England (78%) and the North West (80%). This also links with the need to expand the use and availability of reablement services as well as a continued focus on working with health partners to ensure that wherever possible people are discharge home from hospital rather than into residential or nursing placements.

# Finance – Weekly Overview

The total weekly expenditure has increased from March to September. The reasons behind the increase are annual fee uplifts and 3.3% increase in client numbers.

The increase in client numbers is related to **long-term** service users - this is up by 4% since March and is as result of focused work to reduce the number of people awaiting an assessments.

Client numbers increased for community support and day care services - each up by 7%. The numbers of people utilising nursing and supported living services increased by around 5% each, home care and residential services by 4% each.

This increase in the numbers of people using “community based” services does reflect the desired direction of travel as the service seeks to support more people at home for longer

Weekly Summary

This page displays the the current total weekly cost, average weekly cost and client count snapshot. The change indicators show the same seven day periods last week, last month, last quarter and last year. The change is displayed in total numbers and percentage change.

**Total Weekly Cost**  
**£3,177,011**

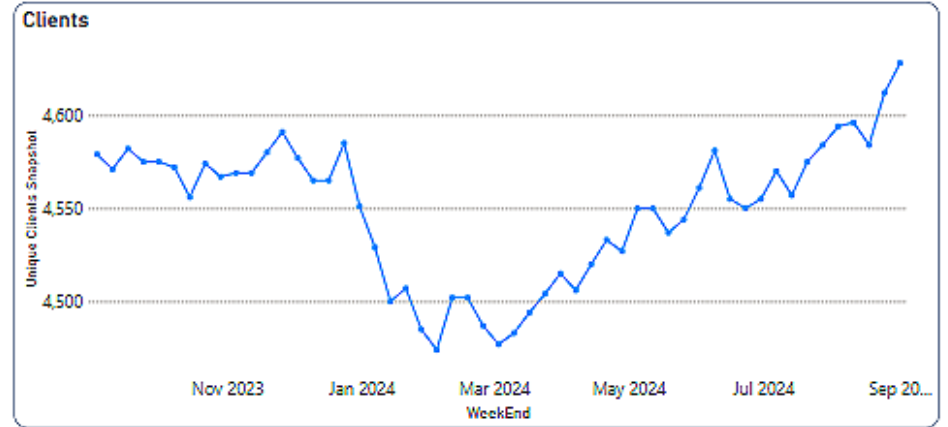
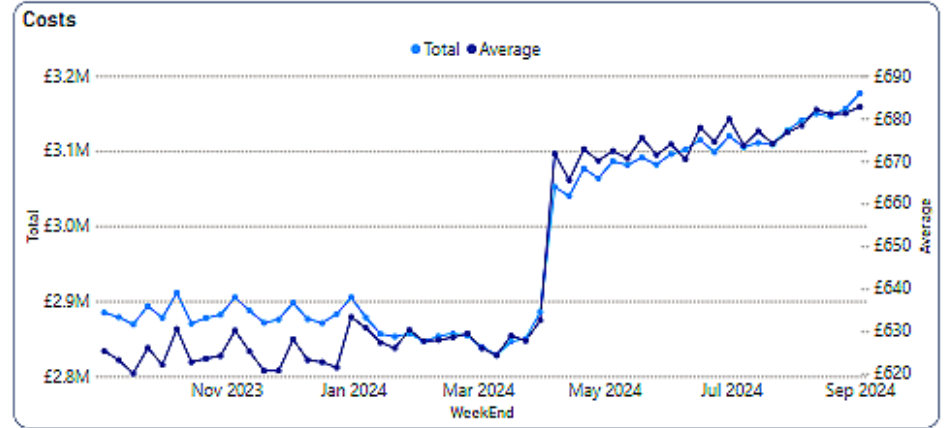
<b>Week Change</b>	<b>Month Change</b>	<b>Quarter Change</b>	<b>Year Change</b>
▲ £20,864 (+0.7%)	▲ £36,065 (+1.1%)	▲ £74,975 (+2.4%)	▲ £294,258 (+10.2%)

**Average Weekly Cost**  
**£683**

<b>Week Change</b>	<b>Month Change</b>	<b>Quarter Change</b>	<b>Year Change</b>
▲ £2 (+0.2%)	▲ £4 (+0.6%)	▲ £12 (+1.8%)	▲ £58 (+9.4%)

**Client Count Snapshot**  
**4,628**

<b>Week Change</b>	<b>Month Change</b>	<b>Quarter Change</b>	<b>Year Change</b>
▲ 16 (+0.3%)	▲ 34 (+0.7%)	▲ 47 (+1.0%)	▲ 11 (+0.2%)



# Long-term Residential & Nursing Care

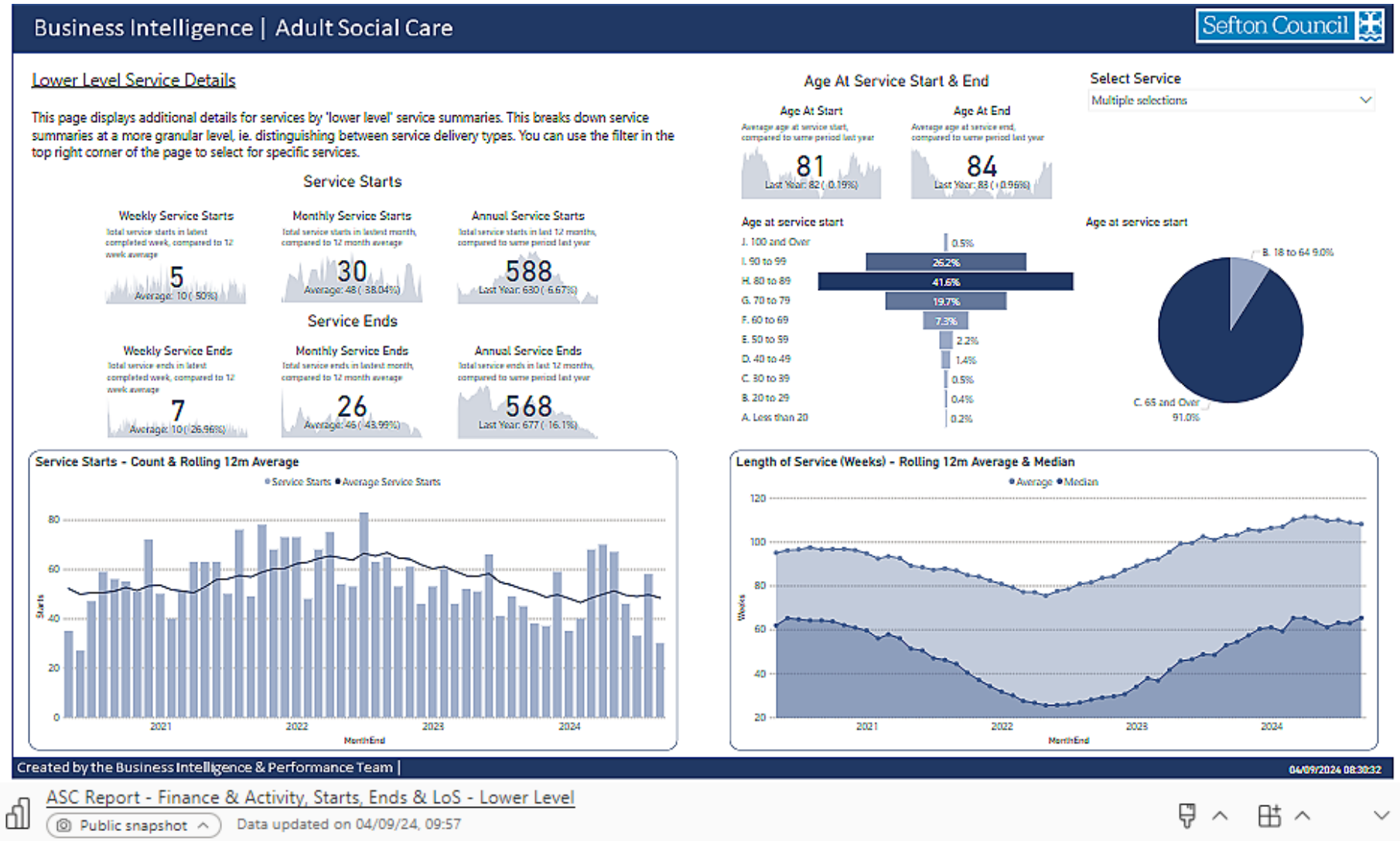
The numbers of people going into long-term residential and nursing care have come down by **7% over the past 12 months, which is the desired trajectory.**

February, March and April, however, were high for long-term admissions following a targeted piece of work with a number of people in short term placements who required

Just over 90% of people starting a long term residential or nursing care placements are aged 65 and over and the average age at start is 81.\*

Our rate of admission of 18–64-year-olds to long-term residential or nursing care is currently 25 per 100k of the population. **This has come down over the past 12 months from 28 people per 100k.**

\*(further work to be done with Public Health regarding demographics and demand)



# Reablement & Alternative to Reablement Services

Reablement services provide short-term home-based support to people after a period in hospital or illness at home. The aim being to help them remain as independent as possible and reduce or delay the need for long term services.

The demand for reablement services has grown exponentially over the last 2 years and faster than New Directions can provide the growth. This means that the demands for reablement has been delivered by the independent sector, we called this Alternative to Reablement.

Work is ongoing with Sefton New Directions (the primary provider of reablement services) to increase their capacity. They have historically delivered around 450 direct contact time hours per week and by October 2024 this will increase to around 715 hours.

Business Intelligence | Adult Social Care
Sefton Council

**Reablement**  
 Reablement is delivered via New Directions and the Alternative to Re-enablement (AREN) service. This page shows the number of clients in receipt of both services, total weekly hours delivered and total hours delivered per person.

**Packages Of Care**

267

Last Year: 298 (-10.4%)

**Total Weekly Hours**

3,412.69

Last Year: 3,662.56 (-6.82%)

**Average Weekly Hours Per Person**

12.8

Last Year: 12.3 (+4%)

**Provision** — Reablement (AREN) — Reablement (ND)

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**Service Delivery**  
 The table below shows the current client numbers & percentage, current weekly hours numbers & percentage and the number of hours delivered per person. This is broken down by AREN and reablement delivered by New Directions. New Directions reablement can be drilled down further to see breakdowns by standard and crisis reablement.

Reablement Type	Client #	Client %	Weekly Hours	Weekly Hours %	Hours Per Person
<input checked="" type="checkbox"/> Reablement (AREN)	199	74.5%	3,054.00	89.5%	15.35
<input checked="" type="checkbox"/> Reablement (ND)	68	25.5%	358.69	10.5%	5.27
Reablement (ND Standard)	58	21.7%	296.76	8.7%	5.12
Reablement (ND Crisis)	10	3.7%	61.93	1.8%	6.19
<b>Total</b>	<b>267</b>	<b>100.0%</b>	<b>3,412.69</b>	<b>100.0%</b>	<b>12.78</b>

**Reablement Delivery Proportions**

Below is displayed the proportion of reablement delivered via AREN and New Directions, The filter to the right can be used to display either client numbers or hours delivered.

Client Count

Created by the Business Intelligence & Performance Team | 04/09/2024 08:30:32



# First Point of Contact

Adult Social Care receives an average of 2000 contacts per month. These can include requests for care packages, safeguarding concerns or queries about existing support packages.

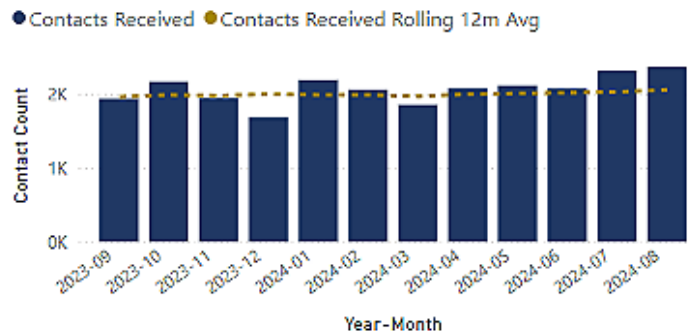
14% of contacts are resolved through advice and information, 33% result in a new referral (where further assessment is likely to be required) and 20% are linked to existing referrals (where people have already been in touch).

Whilst data tells us that the service responds quickly requests being managed by our team at the “front door” (90% of contacts at the front door were resolved within two working days), 50% of all the contacts received are still being transferred through to community social work teams, which causes people to wait longer. Where an urgent response is needed however this is provided.

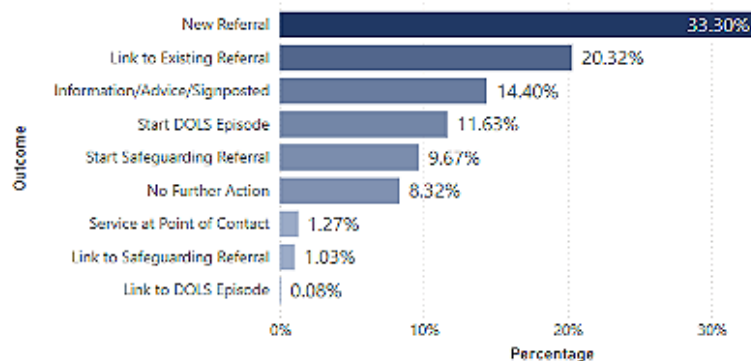
A full redesign of the ASC front door has now commenced which will increase the capacity to complete more of “todays work today”, providing OT services earlier and reducing the need for “referral on” to another team



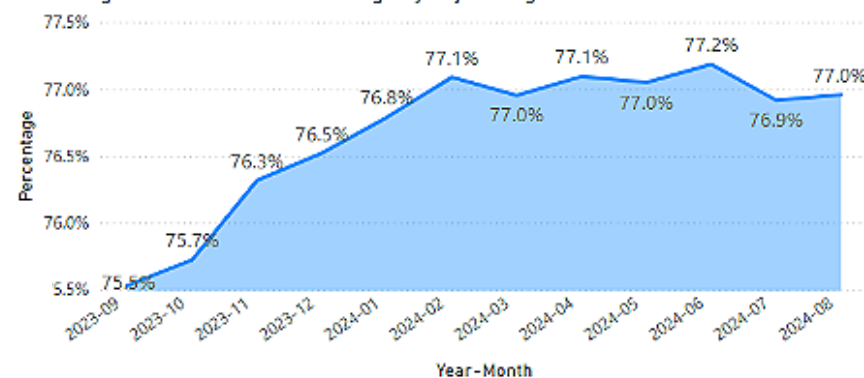
Contacts Received by Month



Contacts Outcomes - 12 Months



Percentage Resolved Within 2 Working Days by Rolling 12 Months



# People waiting for a service

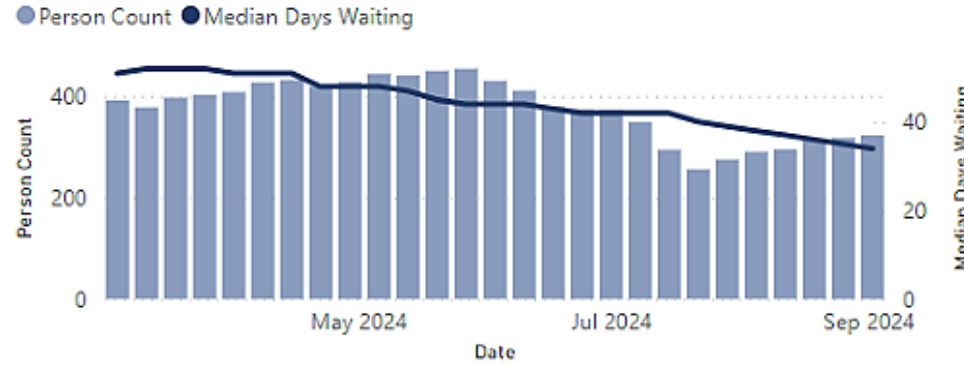
Sefton like all Local Authorities is experiencing waiting list across its core services and the oversight and reduction of these remain a key focus. All referrals have been screened and prioritised.

Arrangements are in place to manage any risks and ensure that contact is maintained with people on the waiting list. All individuals receive a letter detailing how to contact the department should there be any change in circumstance. Weekly oversight meetings, case weighting and reporting to the Executive Director are in place.

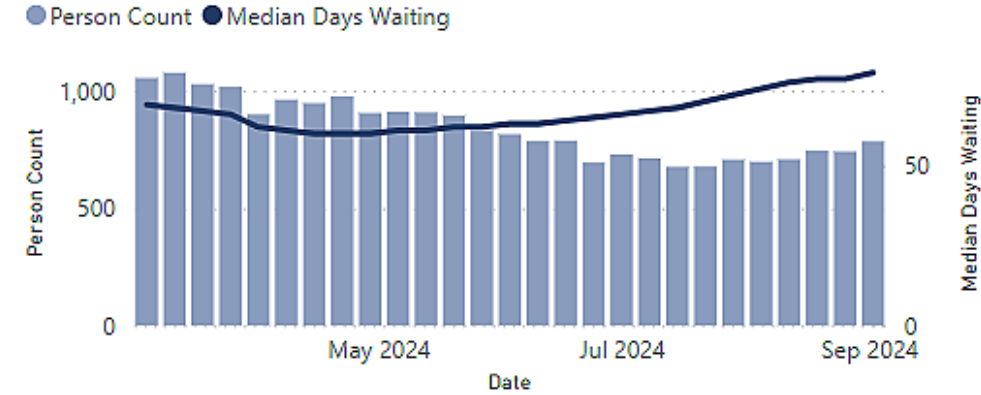
A wider capacity and resource evaluation has now commenced across all teams together with improved data cleansing.

In respect of Dols referrals the last year has seen 9% increase (largely due to referrals from hospitals).

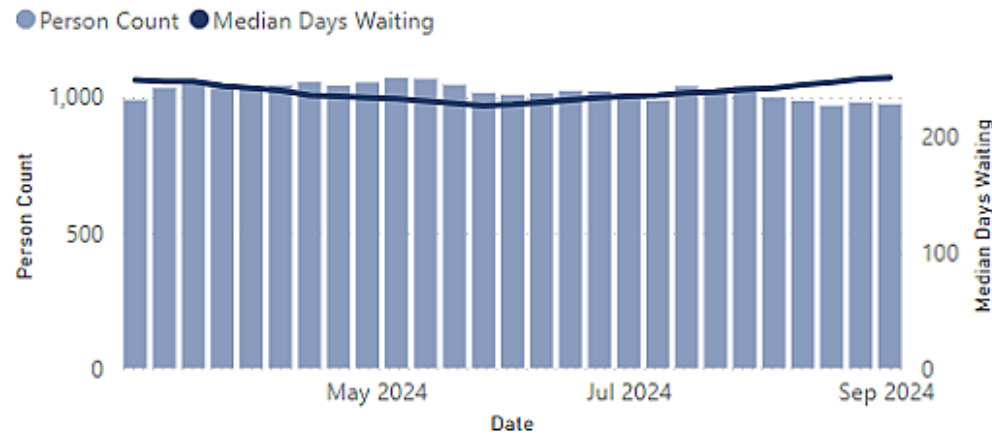
### Social Work



### Occupation Therapy



### Deprivation of liberty Safeguard (Dols) referrals



# Feedback from surveys

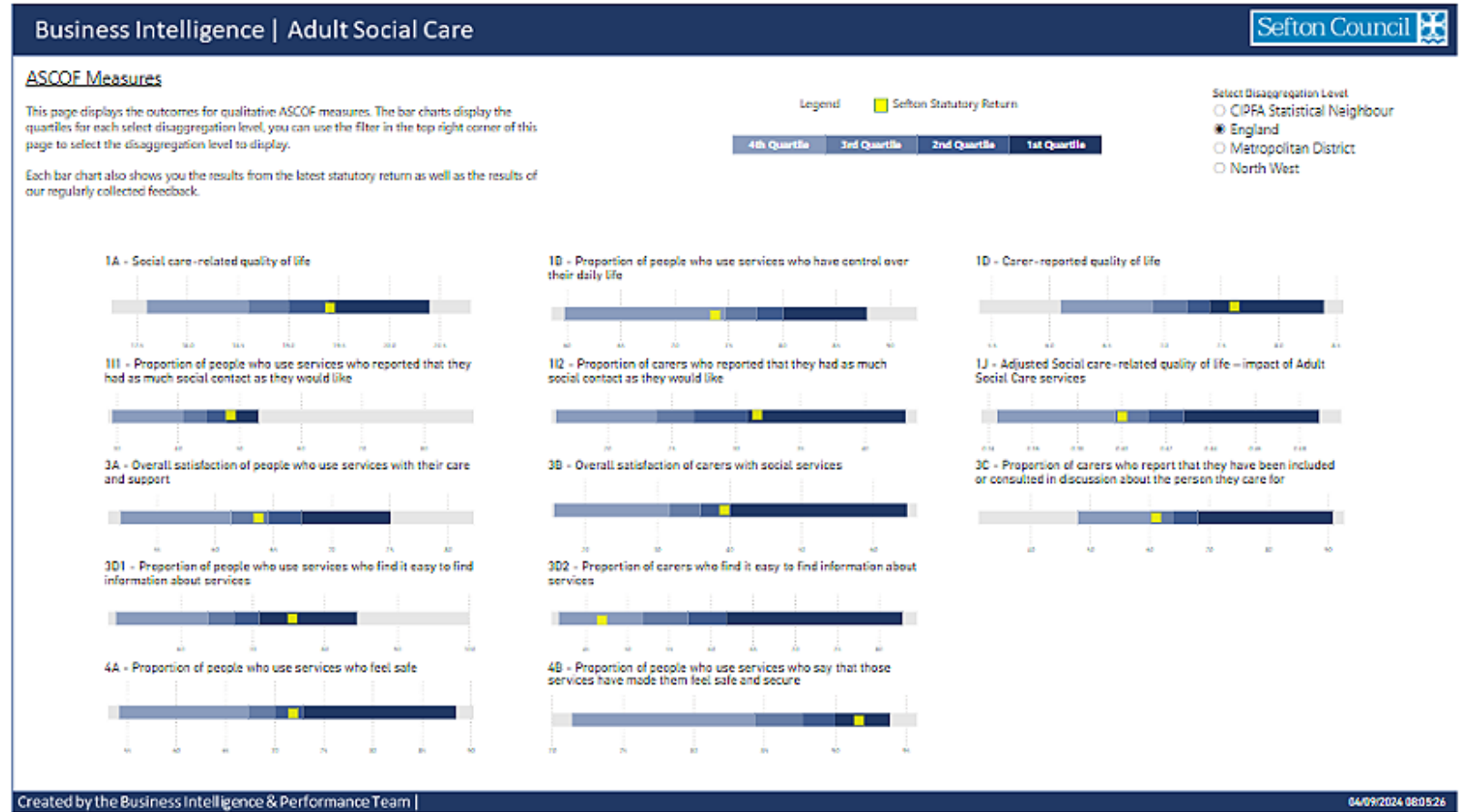
Sefton (like all Local Authorities) takes part in the annual Social Care Survey and biannual Carers Survey which seek to gather feedback on the quality of life being experienced by people using services. The questions are set nationally. It is recognised that some feedback can be influenced by other external factors (eg wider community safety issues). At a local level within Sefton work is now in progress to gather qualitative feedback on a more targeted and regular basis through short surveys, dedicated engagement events and QR codes.

Finding from the last the national surveys identified that people and carers in Sefton rate their quality of life positively and feel safe, we are in the top quartile nationally for each of these measures.

Whilst people accessing services reported they found it easy to find information and advice easy to access this was not necessarily true for some carers. However, it should be noted that the last benchmarkable data for carers is from 21/22. In the latest submitted survey (not yet published) we have seen an improvement of around 8 percentage points.

The Adult Social Care transformation programme includes a redesign of all webpages, information and advice and how the arrangements in place for people to access help and support. The service has also recently evaluated a number of innovation sites which were testing out new ways of working and the feedback from individuals and carers has been extremely positive. Plans are in place to develop these approaches across the service as a whole

During 23/24 the service received 169 compliments and 113 complaints





## Care Market – Care Quality Commission Ratings

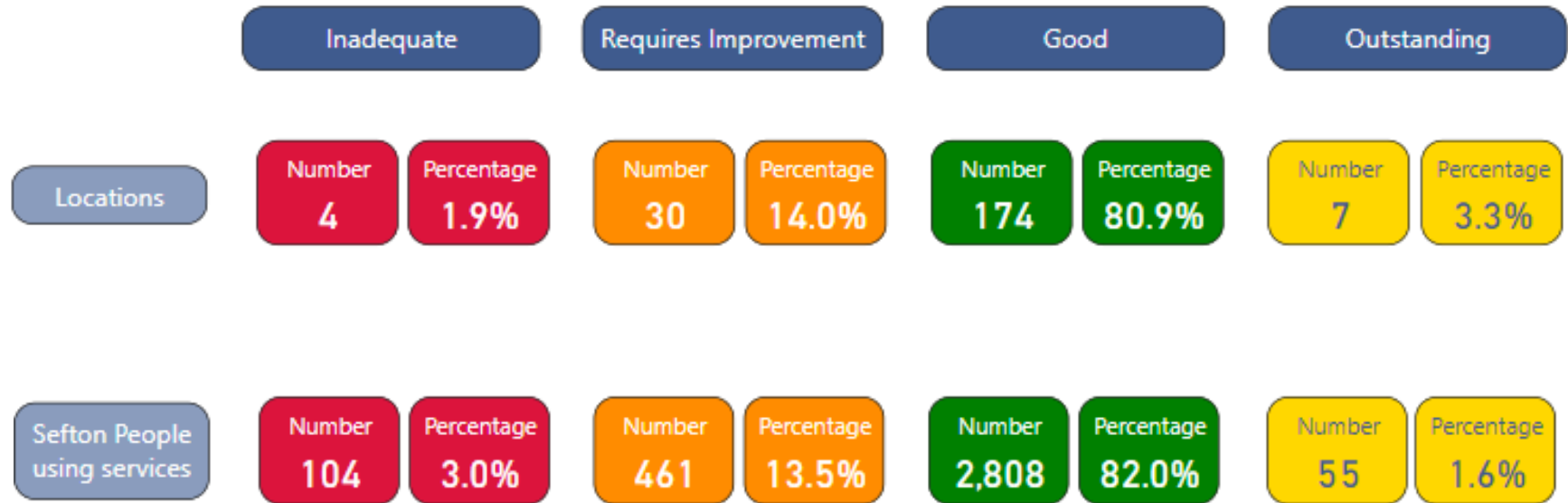
Currently 84% of registered providers in Sefton are rated good or outstanding.

Of the people that we are currently commissioning the care for, 84% are with providers rated good or outstanding.

104 people are placed with inadequate providers. This includes 2 Domiciliary Care Providers and 2 Nursing Homes, 1 of which is in Liverpool).

All individuals have been reviewed and action plans and risk mitigation is in place for all placements with those providers rated inadequate which includes oversight by both health and social care professionals. This can include suspension of new placements and targeted support for providers from the Council and NHS. Wherever required alternative support is arranged.

*August 2024 snapshot*



# Safeguarding Activity

The team receive on average 255 contacts (where members of the public or professionals have made contact to raise a potential concern).

All contacts are screened by safeguarding social workers and around 75% of contacts progress to become safeguarding referrals and are investigated further at that stage.

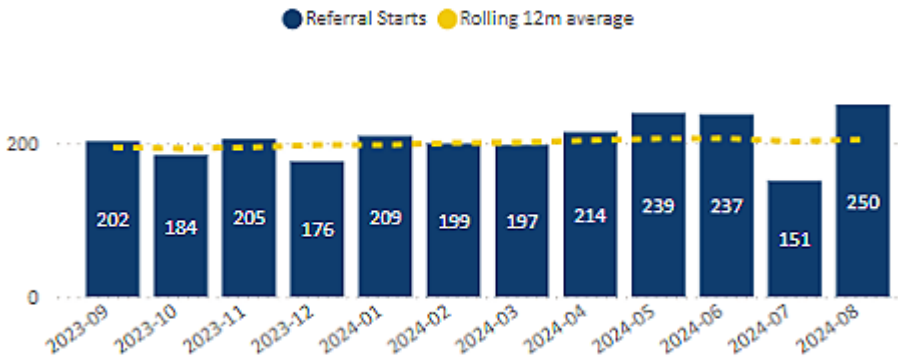
Whilst July saw a reduction in the number of safeguarding referrals progressing overall during the last 12 months there has been a 7% increase.

Safeguarding activity has remained high and at the end August 392 were in progress (including section 42 enquiries).

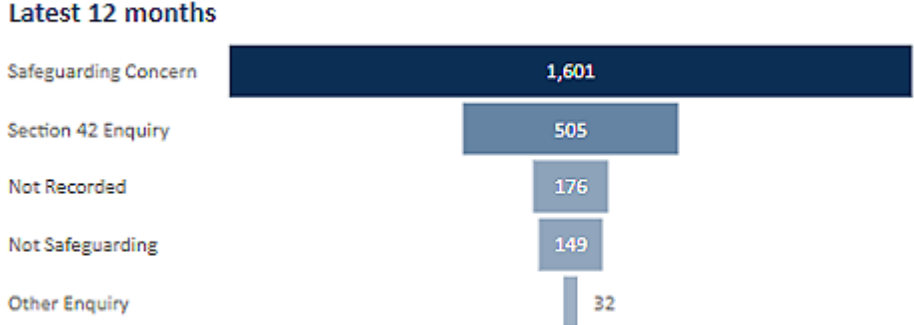
Weekly oversight meetings of safeguarding activity and reporting to the Executive Director is in place.

A review of the safeguarding team is just concluding which has considered processes, practice and capacity. Additional social work resource has been put in place to support enhanced screening and improve the timeliness of closing cases once all work has been completed.

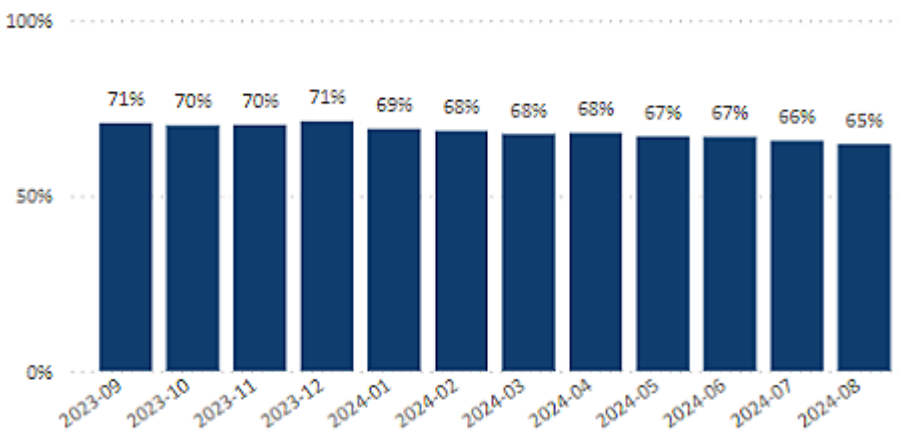
**Referral Starts**



**Referral Starts by Type**



**Referrals Resolved within 28 days - rolling 12 months proportion**



**Referrals Open at Month End**

