

Service Summary Sheet

Directorate	Adult Social Care
Date	2022-23 Quarter 1 performance reporting

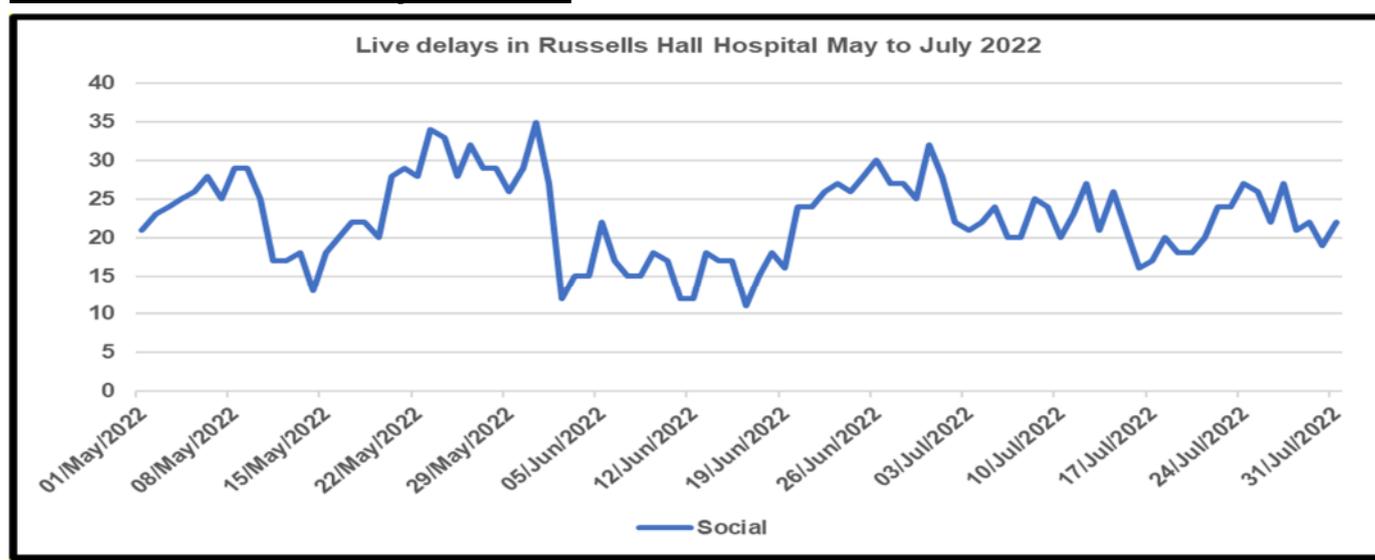
Benchmarking *(with local authorities/nearest neighbours)*

- Dudley is working alongside several ASC reform trailblazers to determine the role that digital will play in delivering changes to set out in the Adult Social Care white paper. Of particular interest in this area is implementation of the new social care charging system by January 2023, with national rollout following in October 2023.
- A fair cost of care exercise is being conducted with all registered care providers in the Borough with particular emphasis on residential and nursing care homes and domiciliary care agencies. This will demonstrate the impact of rising wage and fuel pressures on the cost of delivering care compared to the rates paid by the Council. The outcome of this exercise will be formally reported to Cabinet and to Scrutiny Committee as per the DASS' commitment at the last Scrutiny meeting.
- The Liquidlogic based Delegation and Citizen Portal went Live in Q3 21/22 with subsequent releases being expected throughout 22/23. In June 22, we upgraded the Liquidlogic, ContrOCC and the Portal system which provided new performance data which has been shared below.

Overview of service delivery *(include any issues / risks)*

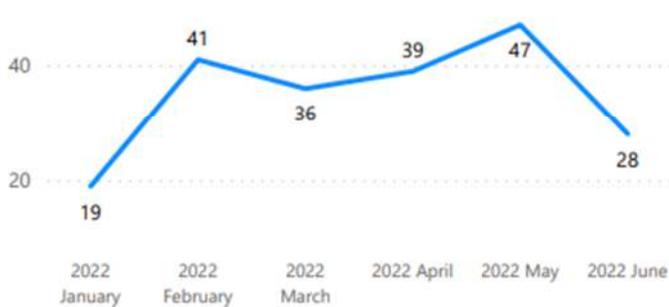
Key quality measures monitored by Adults Directorate this quarter (Q1 22/23) by service division include:

Assessment and Independence

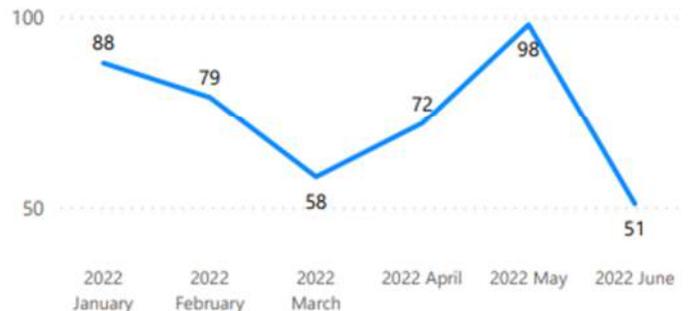


The Dudley health and care system reflects the national picture of increasing demand pressure. The system is experiencing a surge in people presenting to Accident and Emergency, delays in ambulance turnaround and reduced capacity within the domiciliary care market; and the above chart reflects what bearing this very changeable environment has on discharge levels. However, we work closely with system partners daily monitoring performance in ensuring our offer remains as effective as possible. Moreover, Assessment and Independence has put in place a number of interim measures to support priority areas including: Bridging beds to allow people to discharge from hospital awaiting support at home; local authority staff re-entering the hospital to carry out screening for discharge to assess pathways; temporary increase in assessment capacity to reduce the need for spot purchased bed placements; and creation of an apprentice home care worker to encourage care staff back into the sector.

AI01: Number of new people aged over 65 into residential care or nursing care



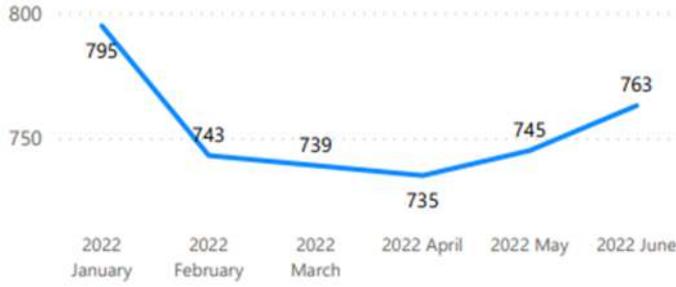
AI02: Number of new people aged over 65 receiving a long term care package (home care) in the community



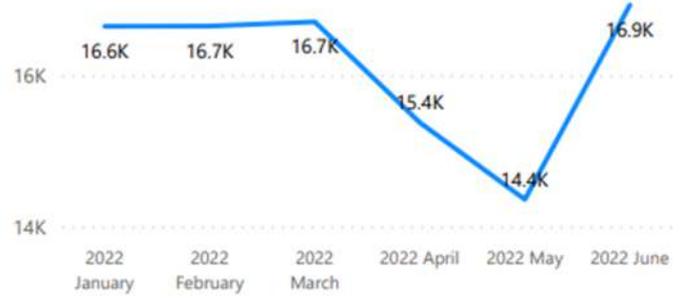
A101: Demand for permanent residential care is remains unpredictable in view of acute hospital pressures giving rise to use of short term placements .

A102: The reduction in home care packages is connected to the shortage of domiciliary care capacity in the market place with demand for services outstripping resources. People awaiting domiciliary care are currently being supported in short term bed based facilities or temporarily being supported by extended families.

AI03: Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago



AI05: Number of home care hours being provided for people aged 65 and over

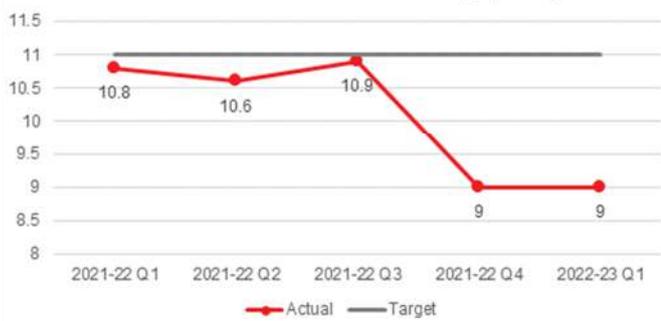


A103: Grant monies which supported the increased demand for social care during the pandemic via funding contracts for assessors has ceased whilst demand rates remain at pandemic levels. This divergence between resources and capacity has had a commensurate effect on the the number of people waiting for review.

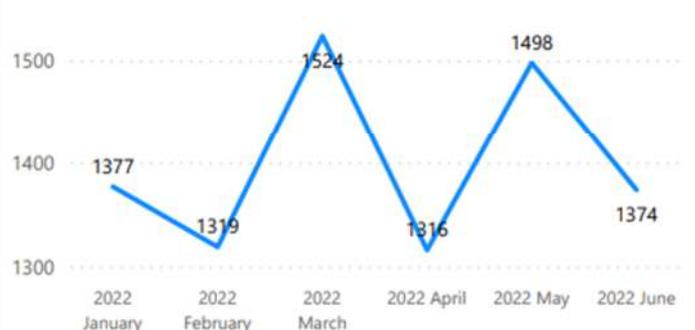
A105: The demand for this area is unpredictable due to the current nature of capacity for domiciliary care.

Access and Prevention

PI 2132 % of contacts to adult social care with an outcome of information and advice/signposting



AP01a: Number of new contacts over the age of 18



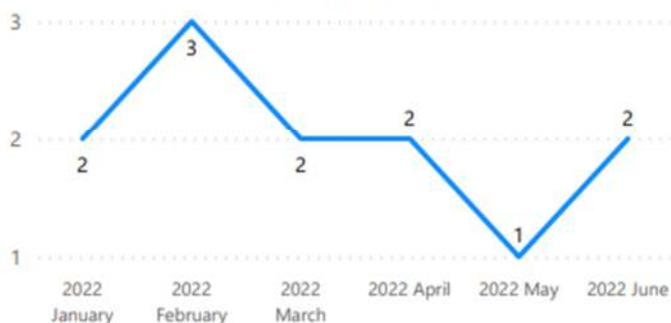
PI 2123 demonstrates a spike in proportion of contacts with an outcome of advice/signposting demonstrated at Q3 21/22 and this then reduced due to a recording change within Liquid logic. Contacts are only recorded for new clients and 'contacts' for existing clients are recorded within case notes, which do not form part of the figures reported.

The more recent drop in proportion in Q4 21/22 and into Q1 22/23 is related to the implementation of the "Dudley Adults Portal [see here](#) . This provides more information/advice upfront and so has likely contributed to a fall in the proportion of contacts that come in through other front door mechanisms that only require advice/signposting. This trend is also reflected in the frequency of contacts presented at AP01a.

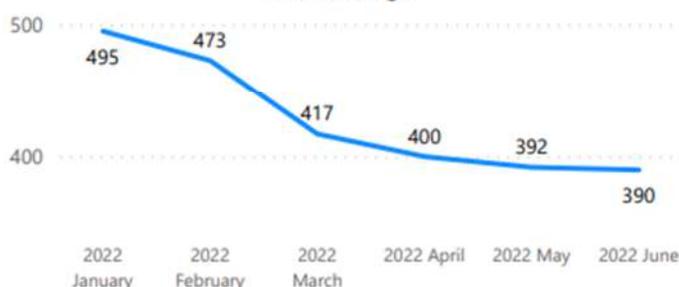
An upgrade to the portal in summer 2022 is expected to provide greater functionality about analytics of its usage. We will then be able to conduct a more in-depth review of how this is changing the way citizens access information about services. Once this exercise is conducted the definition and/or target of this measure may need to be reviewed to ensure that it is fit for purpose.

Dudley Disability Service

DDS03: Number of new people aged 18 - 64 into Supported Living



DDS04: Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago

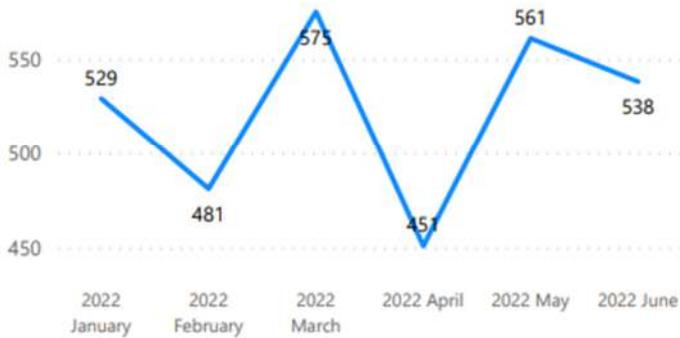


DDS03: The trend shows a fall from February this year and slight increase in June this is in part due to of a lack of capacity in supported living due to issues with flow. The recommendations from the housing needs assessment for people with disabilities will help us to address the issues and increase capacity in the market.

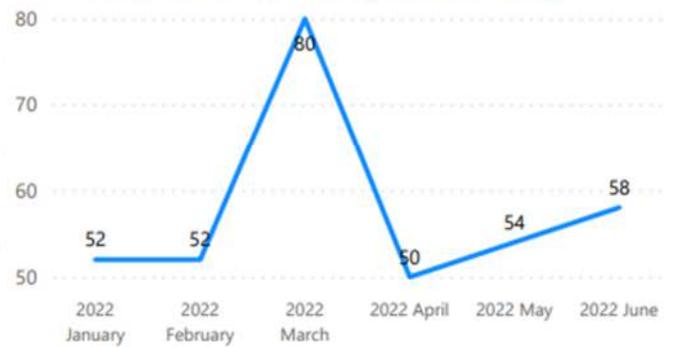
DDS04: The number of people waiting for a review is falling due to increasing resource that is focusing on reviewing. This focus will continue so this number can continue to reduce.

Adult Safeguarding

AS01a: Safeguarding concerns logged in month

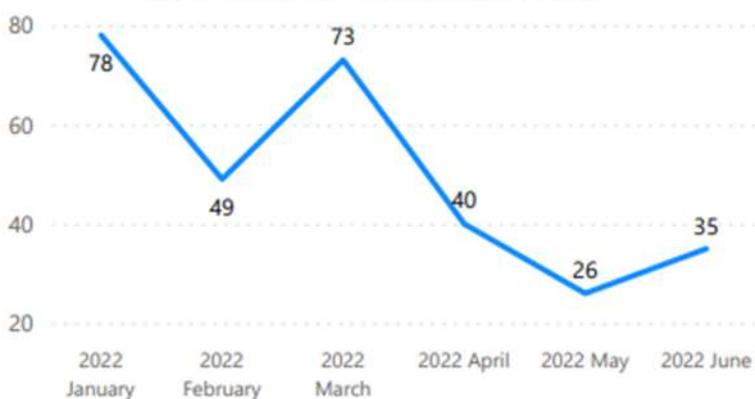


AS04: No of S42's completed in month



AS01a/AS04: Safeguarding concerns are referred to the Multi-agency Safeguarding Hub (MASH) or via Access to social care teams if they have allocated staff. If Safeguarding cases meet Care Act 2014 threshold criteria information is gathered to ascertain if this meets the criteria for a Section 42 (Care Act 2014) enquiry. Enquires are then coordinated through ASC or “caused” to be completed through system partners which involve a mix of complex and relatively straightforward cases. As such a variable distribution of cases is to be expected as demonstrated above.

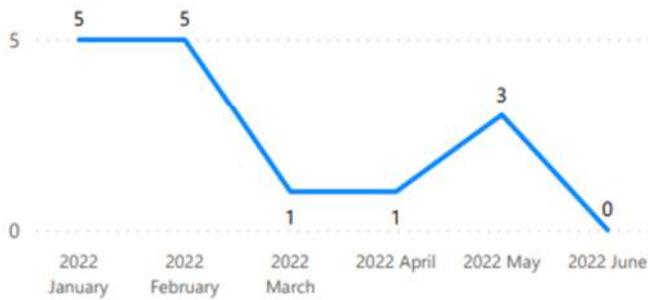
AS02: DOLS Referrals in month



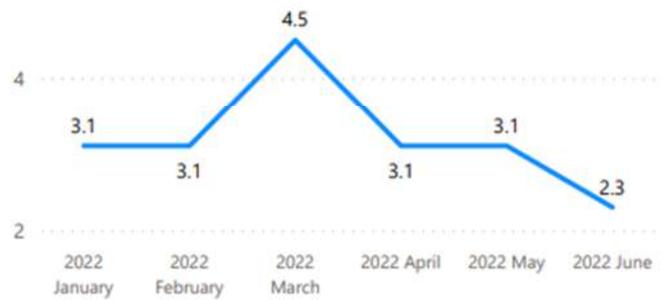
AS02: DoLS (Deprivation of liberty safeguards) are referred to the Local Authority from Care homes and Hospitals. The numbers of referrals received vary as people subject to DoLS may move which increases referral rates or remain where they are or recover mental capacity which would lead to a reduction in referrals. DoLS lasts a maximum of 12 months when it must be renewed which also influences referral rates. Clearly all these factors have a bearing on the Q1 trend.

Adult Commissioning

AC02: Number of Suspended Providers across Adult Social Care Commissioned Providers



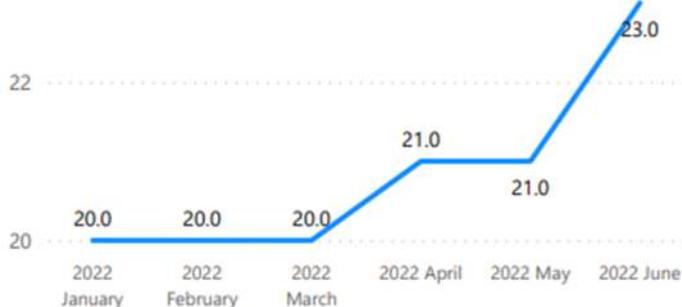
AC04: % of Adult Social Care Providers with a CQC rating of Inadequate



AC02: Suspension of provider contracts is actioned when serious contract breaches and or serious quality concerns has been identified. Automatic suspension happens if a provider is rated inadequate by the Care Quality Commission (CQC). This means no new placements can be made. Commissioning ensure remedial action plans are in place to support improvements and when satisfied quality and issues have been addressed the suspension is lifted. Some of the above has resulted in services being decommissioned and people supported to have care delivered by other services.

AC04: CQC providers that are rated as inadequate indicates serious quality and safety failures to be acted on. The data shows providers that we have contract with and have a published rating of inadequate. These services are prioritised for quality and safety monitoring and receive support from the Commissioning Quality and Safety officers. Provider activity is closely monitored by ASC with support from health partners.

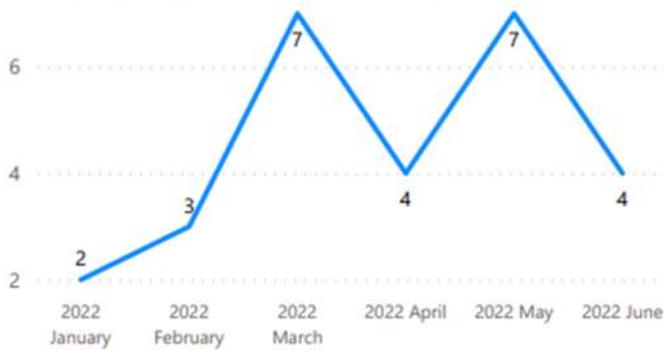
AC05: % of Adult Social Care Providers with a CQC rating of Requires Improvement



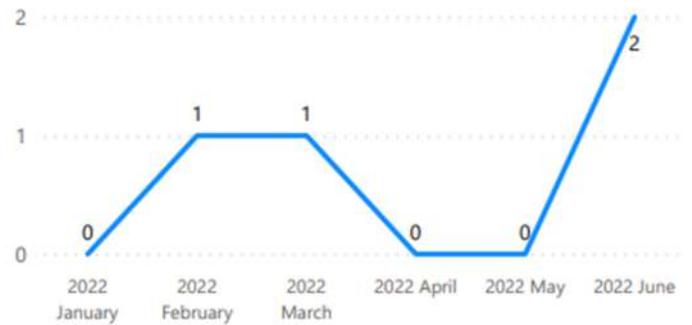
AC05: Profile shows contracted providers receiving a CQC 'Requires Improvement' rating in several aspects. This involves a corresponding provider improvement plan which Commissioning Quality and Safety officers monitor and support. Moreover, all services judged less than 'Good' are prioritised for quality and safety monitoring within divisional quality assurance arrangements with the aim of ensuring resilient care markets in

Mental Health

MH01: Number of Mental Capacity Assessments



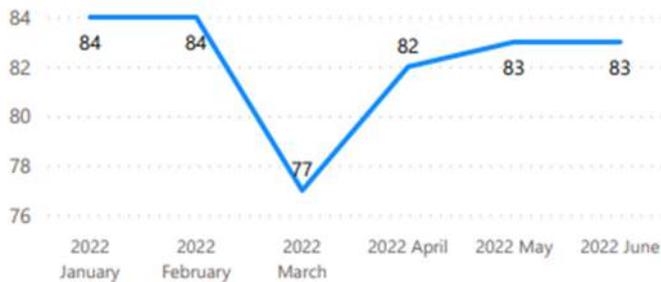
MH02: Number of new people aged 18 - 64 into residential care



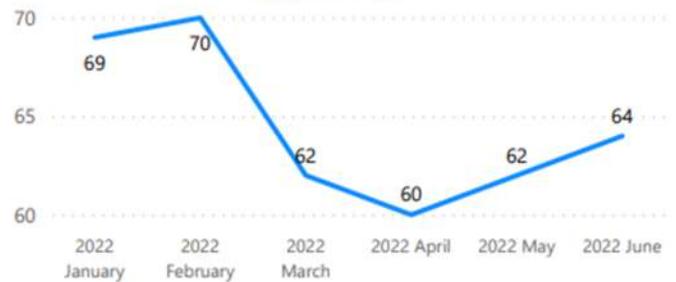
MH01: Demand for new Mental Health Act Assessments has remained relatively static throughout the reporting period.

MH 02: The data demonstrates low numbers of people with mental health needs moving into residential care-meaning appropriate support has been offered in a community setting.

MH04b: Number of people awaiting a Care Act review where the last review or assessment was over 6 months ago

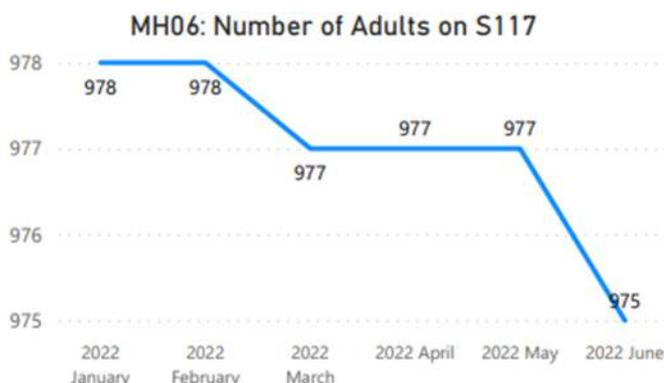


MH04c: Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago



MH04B: The frequency of reviews in mental health services is six months (opposed to twelve months in other service areas.) Though there was a slight improvement in March there has been limited overall reductions in people awaiting reviews.

MH04c: There was progress at the end of the financial year in annual reviews, cases have risen slightly throughout the first quarter.



MH06: Overall there has been a decrease in the number of people with a S.117 aftercare order. However, in the context of the total number the change is not statistically significant.

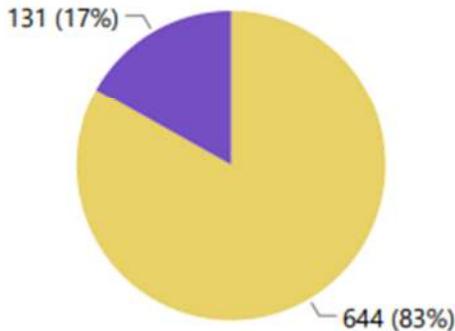
Workforce metrics*

Headcount & FTE as at end of Quarter

Division	Full Time Headcount	Part Time Headcount	Total Non Casual Headcount	Total FTE	Total Casual Headcount	Total Agency Headcount	Total Establishment Headcount
Access & Prevention	150	98	248	219.02	3	11	262
Adult Safeguarding	16	11	27	22.52	2	16	45
Assessment & Independence	133	187	320	257.76	8	58	386
Dudley Disability Services	36	43	79	64.75	0	6	85
Integrated Commissioning Performance & Partnerships	51	23	74	66.19	3	23	100
Management Team	1	0	1	1.00	0	1	2
Mental Health	19	8	27	24.12	1	8	36
Successor Team - Adults	0	0	0	0.00	0	8	8
Directorate Total	406	369	775	655.36	14	131	920

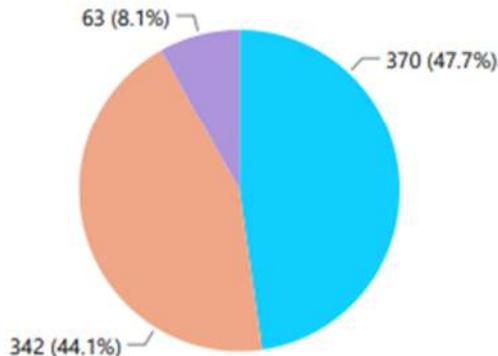
Sex Profile

● Female ● Male



Disability Profile

● Not Disabled ● Undisclosed ● Disabled

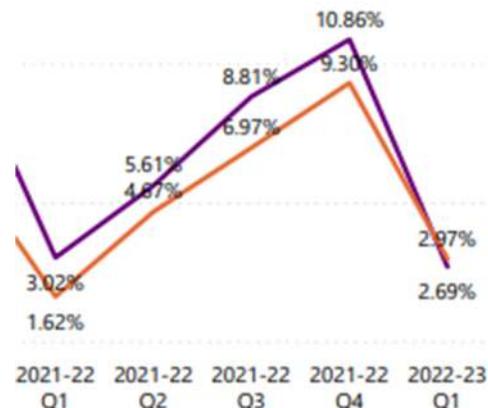
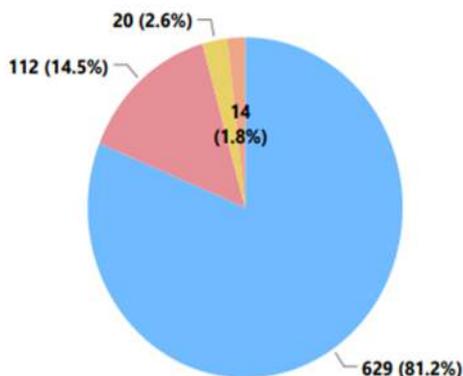


Directorate Turnover Trend

● Adult Social Care ● Council Exc Schools

Ethnicity Profile

● White Group ● Ethnic Minorities excluding White Minorities ● Prefer Not to Say ● Undisclosed



***ALL CHARTS IN THIS SECTION EXCLUDE CASUAL STAFF**

Service achievements (report of any external accreditation, nomination for awards, positive publicity, during the past quarter)

Access and Prevention

- Telecare rebranding has commenced with the support from the Council's marketing division. New updated brochure almost completed and updates to website and social media to advertise telecare. Digital upskilling has commenced to advise service users of alternatives to the traditional telecare offer e.g., digital solutions, apps etc. Every opportunity is taken to promote our service at any events in the Borough and internally to any services that wish to upskill in telecare and our digital offer.

Dudley Disability Service

- Dudley's housing needs assessment for people with disabilities report is now complete providing a valuable picture of the current provision and several recommendations to shape next steps. This is currently being hardwired into a strategy and commissioning plan.

Adult Safeguarding & Mental Health

- A task and finish group coordinated feedback on the Code of practice Liberty Protection Safeguard consultation and areas of strength and challenge was referred to the Adult Social Care Leadership Team. Discussions have commenced regarding system readiness with Successor and Liquid Logic. Networking with other stakeholders and partners through the Dudley Safeguarding People Partnership Board (DSPPB) working group and Health and ASC action group. Regional and sub regional partners identified to explore collaborative working and any potential gaps.

- Ongoing daily monitoring to be supported by data sets that are being developed to look at both the high-level statistics and the granular detail. Wider draft audit to be piloted to look at the safeguarding process across ASC. Task and finish group will consider whether a revision of Safeguarding procedures is required which once approved will be supported by practice guidance.

Integrated Commissioning Performance & Partnerships

- Extra Care Housing Plus contract is being finalised and the tendering phase to appoint a preferred Housing provider is expected to commence in Q2. This will see new extra care housing capacity in Brierley Hill for Older People

Opportunities for improvement *(information relating to service complaints / compliments and learning from these)*

Analysis presented in this report identifies opportunities for further improvement into Q2 through:

- Assessment and Independence continuing to explore, monitor and review innovative measures with health partners to alleviate hospital delays in adapting to the range of pressure determinants facing both Dudley and the national care system.
- Commissioning encouraging a focus on leveraging market capacity through risk-based assessment and working closely to bring suspended contract back on-line.
- Dudley Disability Services building on its positive profile to reduce the number of people waiting for a Care Act review.
- Access and Prevention ensuring the Adults Portal is further embedded in working approaches with the aim of better understanding how this is changing the way people access information and progress into required support settings.
- Mental Health will continue to focus on timeliness of new assessments and further reductions of six- and twelve-months waiting lists as well as re-opening the Woodside Day Centre.

Any additional information relevant to scrutiny committees

Despite increased demand, staffing absences, limited domiciliary care capacity, inflationary cost pressures and spike in Covid '19 levels the service continues to adapt to meet the needs of the Borough and maximise usage of new technologies in the way we work.