

Adult Social Care Performance Review

Healthier Communities Select Committee

17th September 2024

What is Adult Social Care

Adult social care refers to support provided by a wide range of agencies and individuals to help those in need to maintain their independence and well-being. This enables the council to meet its statutory obligations under the Care Act 2014. This requires the Council to assess and meet eligible needs, although there is some element of discretion in how these needs can be met.

Social care support includes:

- Personal care
- Nursing homes
- Supported accommodation e.g., extra care housing
- Support to manage daily living tasks such as housework, errands, finances etc.
- Occupational therapy, focused on maintaining and improving independence
- Support to engage in social / community activities.

Social care is delivered by voluntary and private sector organisations, friends and family and Local Authorities.

Social care is not free for everyone with payment being dependent on a service user's financial situation.

Publicly funded social care is the responsibility of Local Authorities, this responsibility includes:

- Providing information and advice
- Assessing care needs
- Arrange short-term support or re-enablement
- Safeguarding vulnerable individuals
- Commission a broad range of care services (Day services, home care, supported accommodation etc).

Adult Social Care 23/24 at a glance

37,712 total contacts to our front door

1457 Care Act Assessments carried out

2740 planned and unplanned reviews undertaken

Supported 1091 people in long term care

Supported 3640 people in the community

Supported 1487 people through enablement

Spent £1,083 per person on average

£113m
Total Spend on packages

A Suite of Measures

In reviewing our performance, we look at all of our statutory, internal and provider performance data to identify where we are doing well and where we need to focus more of our efforts to improve against our own benchmarks and against our neighbouring boroughs.



We review our performance against the key outcomes we are aiming to achieve for our carers and those they care for; to feel and be safe, to enhance the quality of their life, to maximise independence and empowering people now and in the future and for them to have a positive experience.

To support these we have a number of enabling outcomes looking at staff, leadership, the market including our partners and providers and resources i.e. managing our income and costs.

Feeling and Being Safe

Of these, 615 converted into S42 enquiries; a slight increase of 4 from previous year, 92 converted to 'other safeguarding enquiries 49% decrease from previous year highlighting improved screening and triaging.

45% of S42s relate to neglect and acts of omission, followed by financial safeguarding at 17%.

Our preliminary 2024 results show that we either reduced or removed 92.1% of risk as a conclusion of our investigation.

70.5% of users who have a package of care feel safe. (ASC Survey 2024, preliminary)) and 66.3% of carers surveyed say they have no concerns about their personal safety. (Survey of Adult Carers in England

We received 1381 applications (23/24) for DOLS; we granted 1332, 7% more than the previous year.

Work is underway to improve our safeguarding pathways and process and to deliver additional focused training. To further improve the quality of our safeguarding practice we have recently appointed a Safeguarding Adult Board Advanced Practitioner in our Multi Agency Safeguarding Hub (MASH) to compliment other specialist roles including Domestic Violence, Deaf and Hard of Hearing, and Hoarding and Self Neglect.

Enhancing Quality of Life

QUALITY OF LIFE - Our overall adjusted quality of life score for service users is 0.398 (23/24) in line with the mean for London boroughs of 0.399. Havering scores the highest with 0.442.

CONTROL - 72.3% of service users have as much control as they would like (23/24 preliminary), in line with the London mean 72.1% although a maximum of 80.2% suggests we have improvements to make.

SOCIAL CONTACT - 36.3% of service users have as much social contact as they would like against a mean of 39.7% and a maximum of 50.8%. Preliminary 23/24 figures show an increase of 6.5% taking us to 42.8%.

DIRECT PAYMENTS - 26.9% (1c2a) of our adult service users receive a direct payment. We are higher than inner London (22%) and on par nationally (26.2%) .

ADVOCACY - Our latest Advocacy outcomes show that we increased voice and upheld rights for 72% of the 111 service users supported through that service.

We use a number of different statutory, provider and internal surveys to view our performance in this area. Please note however that the latest Adult Social Care Outcomes Framework (ASCOF) was last published 7th December 2023 covering 1 April 2022 to 31 Mar 2023. The next publication is due in December 2024 for 23/24 so we are using non published provisional numbers only when looking at service user data for 2023/24. Starting October 2024 we will be looking to independently review 'I statements' in partnership with HealthWatch to get more insight into our performance against the TLAP statements.

Maximising Independence and Empowerment

We received 14,220 requests for support from new clients, the maximum of any London borough and more than double the London average of 6589 (Activity and Finance report 2023).

The majority of these requests are managed at the front door through providing information and advice or signposting as appropriate. Around 11% of contacts are referred for care act assessments.

We are below the London and national averages for admissions to care homes for the over 65s, at 422.9 per 100,000 of population compared to 507.6 for inner London and 560.8 nationally.

We are above the average when it comes to placements for the under 65's. We believe this could be because we include mental health data and learning disability placements in our recording where other boroughs may not.

Our enablement service is seen as being successful in reducing the need for care and support post discharge from hospital evidenced by the low level of readmissions to hospital 90 days after discharge following enablement where we are at 87.9%

In 2023/24 we carried out 1191 planned reviews, 136 more than the previous year.

Maximising independence and keeping people supported at home first, is a key priority for Lewisham ASC. We do this through careful triaging at the front door, multi-disciplinary decision making around support needs, a flexible maximising wellbeing at home contract which incentivises reducing hourly needs, and an enablement service that promotes independence.

Positive Experience of Care and Support

55.6% of our clients (all ages) are satisfied (extremely or very) with our ASC services; our preliminary 23/24 figures show we have increased by 61.6%, an increase of 5.5%. We cannot as yet see whether London overall has seen the same increase.

65.1% found it easy to find information, in line with the mean of 64.8% and a maximum of 71.1%. Preliminary 23/24 figures show we have increased by 8.6% to 73.7%

26.6% of our carers are satisfied overall with social services and the person they care for.

Our Imago Unpaid carer contract and co-production groups went live in 2024 and we are expecting this to improve our carer satisfaction scores as services are embedded. We are currently updating our webpages to ensure information is relevant, up to date and easy to find.

A Selection of Recent Compliments

I spoke to a 'Gateway team member ' yesterday regarding my mother. I would like to pass on my compliments/thanks to for helping us through a difficult experience. He did a great job of reassuring us and making sure that mum got what she needed.

30/7/2024

I found to be very helpful whilst professional and transparent, she was also friendly and easy to talk to. She has been able to provided me with the information I have requested and taken the time to explain to me some of the procedures I did not understand.

She has kept me updated with my mum's progress (discharge plan) I also think her communication skills are great. She's seems to know her job well.

29/7/2024

The Enablement team epitomises what the caring profession looks like. All my interactions with them have been a delight. These people truly care and go out of their way to treat their clients with dignity and respect. You feel heard and valued...The Enablement team are consummate professionals

TDC

1/8/2024

Thank you for your service. Your incredible efforts have saved my life and I am so grateful. . Thank you to all the care staff and other care professionals for their dedication, reassurance, patience and time to support the most vulnerable in our society

AA

5/9/2024

Excellent Leadership & Sustainable Workforce

Skills for Care estimates that the staff turnover rate in 2022/23 in Lewisham was 15.6% (800 leavers), which was less than England, at 29.1%. This is for all sectors and all services.

The vacancy rate in Lewisham was 11.2% (650 posts), which was greater than the vacancy rate for England at 9.7%.

Around 79% of adult social care jobs in Lewisham are categorised as permanent. Around 6% are temporary, 5% bank or pool, and 9% agency jobs.

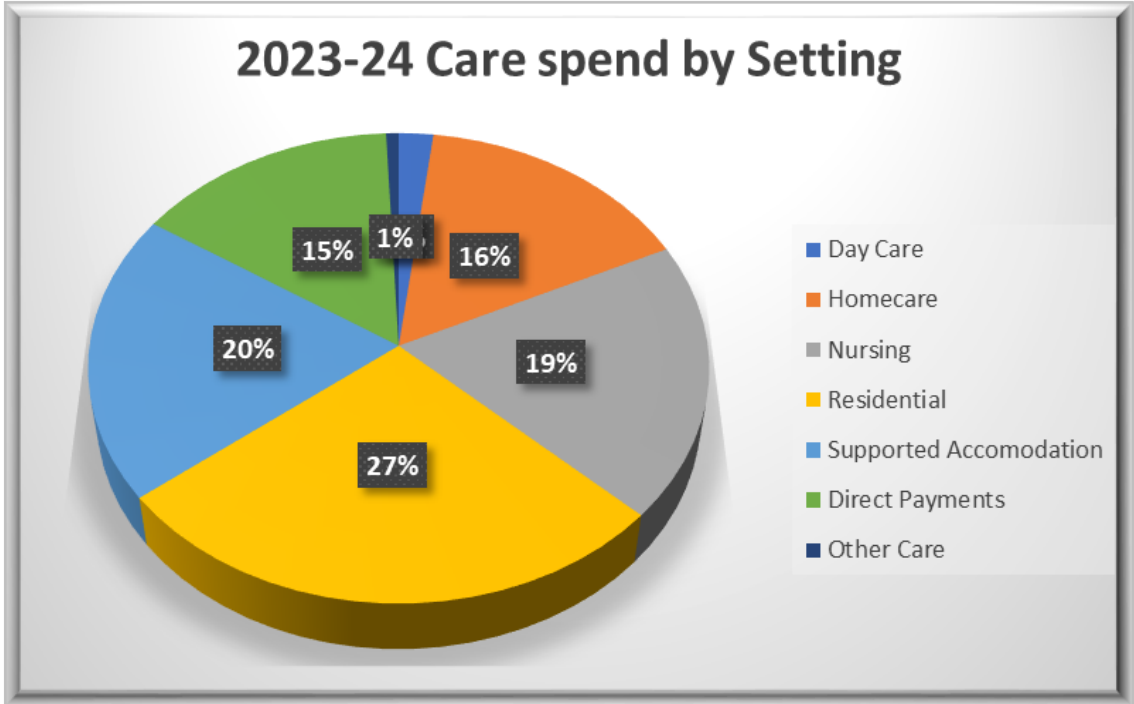
Around 47% of the adult social care workforce in Lewisham were on zero-hours contracts. Around 66% of the workforce usually worked full-time hours and 34% were part-time.

The average number of sickness days taken per employee in the last year in Lewisham (all sectors/all services) was 4.5 days, (5.9 days on average across England). With an estimated total ASC workforce of 5,000 employees, this means employers in Lewisham lost a total of approximately 22,405 days to sickness in 2022/23.

In 2023 we launched our Proud to Care initiative to support workers across Lewisham. In September 2023 our maximising wellbeing at Home contract went live which pays the fair cost of care to providers and ensures that all workers are moved off zero hour contracts and are paid the London living wage.

Managing our Income and Costs

Our Packages of Care Spend profile



23-24 Outcome	£
Day Care	2,227,595.68
Homecare	17,983,395.47
Nursing	21,468,529.28
Residential	31,136,281.17
Supported Accommodation	22,372,542.89
Direct Payments	16,949,583.22
Other Care	805,214.56
Total POC	112,943,142.27

We focus on ensuring value for money and equity through managing demand at the front door and for those transitioning from children’s services, using panels to ensure the most appropriate support is being put in place, challenging provider costs where appropriate using care-cubed which benchmarks costs nationally.

Quality & Sustainability of Our Local Market

In Aug 2024 there were 57 Registered care homes in Lewisham.

8 care homes include nursing provision.

We have a total of 943 beds in Lewisham (Aug 2024).

49 care homes (86.0%) are currently rated as good or outstanding

- 83.0% of beds in care homes in Lewisham are currently rated as good or outstanding.
- The number of care homes currently rated as inadequate is 0.
- 5 care homes have a current rating of requires improvement
- 3 care homes are without a current rating.

In Aug 2024 there were 73 locations in Lewisham providing community based adult social care. This includes

- 69 locations who provide domiciliary care
- 14 locations who provide supported living care
- 5 locations who provide extra care housing
- .

34 community based care locations (46.6%) are currently rated as good or outstanding.

- The number of community based care locations currently rated as inadequate is 0.
- The number of locations currently rated as requires improvement is 14
- 25 without a current rating.

In summary

Strengths

- Support a very high level of contacts
- Increase in safeguarding concerns showing increased awareness especially around neglect and acts of omission.
- Reduced safeguarding risk in 91% of cases.
- Increase in social contact for service users, contributing to improved quality of life
- Successful enablement service which we will continue to build.
- Increase in reviews undertaken
- Low staff turnover rate in Lewisham
- Sustainable market place with a high level of good or higher rated providers

Opportunities

- Strengthening our view of statutory work within Mental health
- Recording Unpaid carers data on LAS
- Improving carer satisfaction through embedding our new Imago contract.
- Under 65s placements in long term care to be explored
- Improve finding information through updating our website
- Continue to monitor our long term placement costs using carecubed
- Continue to transform our services building on our empowering lewisham programme.



Lewisham