2021/22: Quarter 2

Adult Social Care

Performance Report

Leicester City Council

Key exceptions / trends as at the end of Q2

1. **The level of demand for our services is now similar to the pre-pandemic position: the total number of new requests for support shows a 16.6% increase between the first 6 months of 2020/21 and the same period in 2021/22; similarly, if the total number of 'contacts' created so far this year continues, we forecast a year-end outturn of 19,240, this is over 2,000 higher than last year, just below the total for 2019/20, but higher than the 4 years prior to that.**

2. **The number of assessments completed during the first half of 2020/21 (1,715) was more than double the number completed during the same period in 2020/21 (809), reaching levels not seen since June 2017. As a result of these assessments 876 people were found to have eligible needs at the end of Q2 in 2021/22 compared to 466 in the same period last year.**

3. **Based on data at the end of Q2, we forecast that the number of new people going directly into long-term support at the end of the year will reach 1,126. This compares to 970 in 2020/21 and 767 the year before that.**

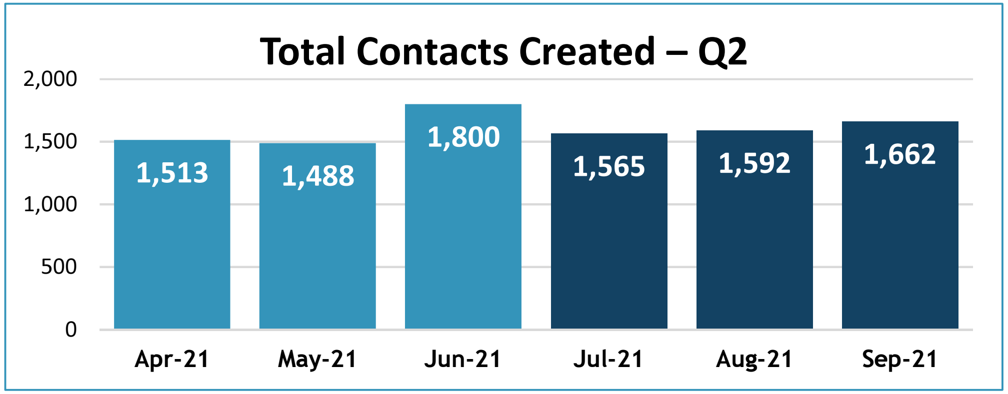
4. **The number of new permanent admissions to residential care has increased from the unprecedented low levels seen in the Spring of 2020, but still remains below pre-pandemic levels. However, the significant increase in the numbers leaving residential and nursing care last year appears to be reversing, with levels at the end of Q2 over 55% less than the same period last year.**

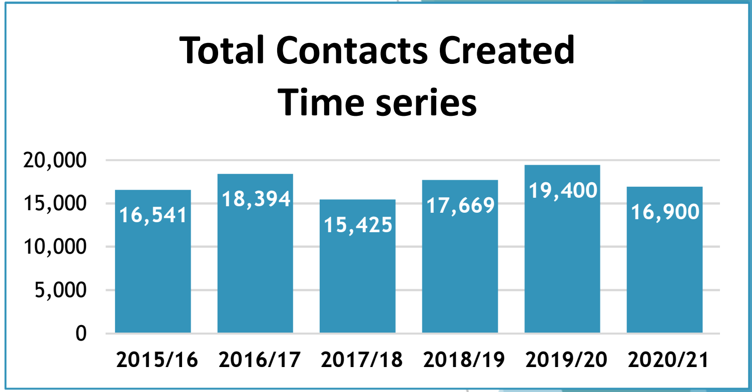
5. **The number of people who have not had a review for 24 months or more since their last review has been increasing since April 2020, peaking at 691 this September, the highest figure recorded since January 2017.**

Leicester City Council

Managing Demand – Total Contacts Created

Total new contacts created – Q1	4,801
Total new contacts created – Q2	**4,819**
Total new contacts created – YTD	**9,620**
Includes: Safeguarding, DoLS, Blue Badge renewals. *Excludes: Contacts relating to existing cases*	**2021/22 forecast = 19,240**





Note: Not all referrals lead to a contact record being created. Telephony (ACD) data shows that call volumes have increased overall

Key Message: Q2 data follows the Q1 insight, with rising numbers of recorded contacts. What is not evident from the data alone in the marked increase in complexity of enquiries, with factors such as homelessness, risk to and from others, chaotic lifestyles (inc. sex work, cuckooing, coercive relationship) increasing.

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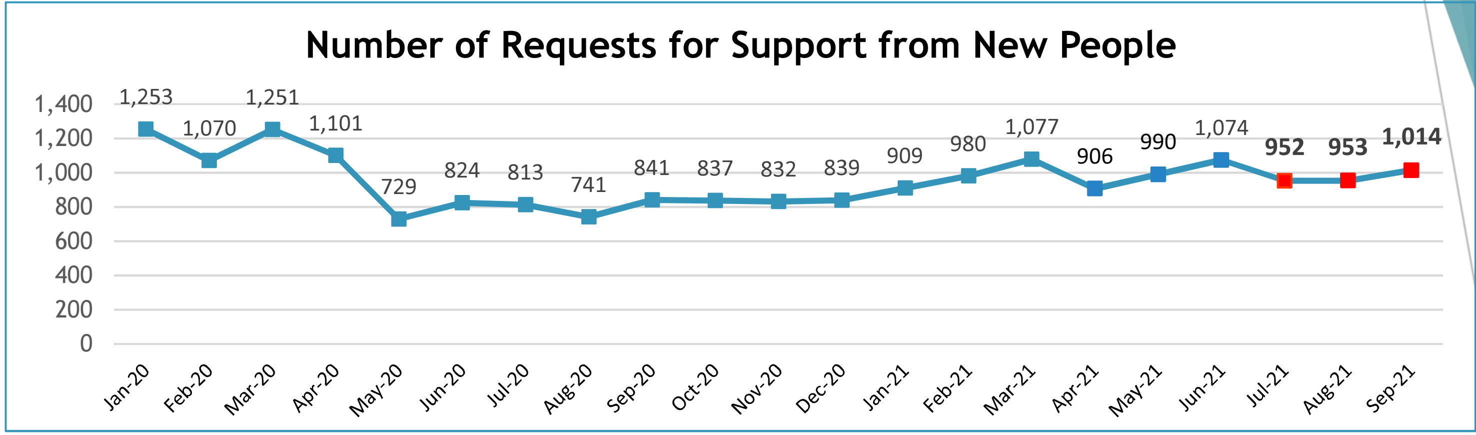
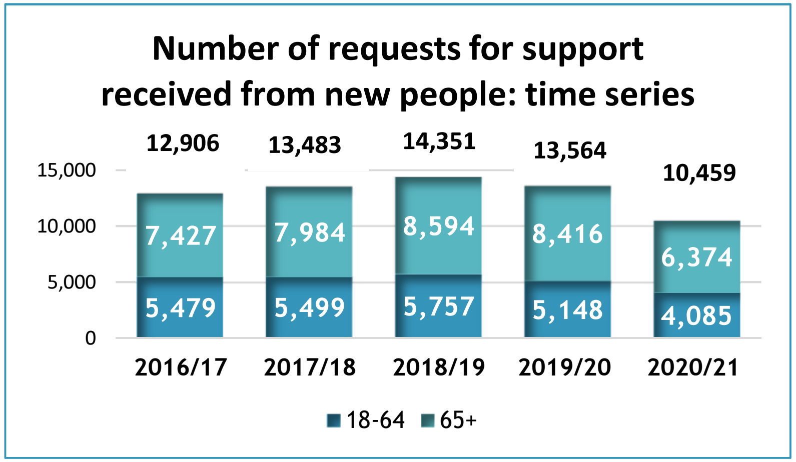
Managing Demand – New Requests for Support





2021/22 Forecast = 11,778

Key Message: The activity in Q2 is similar and sustained from Q1 but lower that 19/20. However, the complexity referred to in slide 3 is a key factor in challenging demand management

Short & Long Term Support (SALT): Customer Pathways and Outcomes - Q2 2021/2022

Leicester City Council

Short Term Support - NEW CLIENTS

Requests/Assessments

Social Care Activity

SALT STS001

		Q2 20/21
NEW Requests	5,889	17%

Route of access		
Planned entry (Transition)	31	0.5%
Discharge from Hospital	1,095	18.6%
Diversion from Hospital	1	0.0%
Community / other route	4,762	80.9%
*Self funder with depleted funds	-	0.0%
Prison	0	0.0%

Age Group		
18 to 64	2,238	38%
65 and over	3,651	62%

* Figures not yet available

SALT STS001

Sequel to Request (New Clients)

Reablement	638	10.8%
Admissions to Res Care/Nursing	64	1.1%
Long Term Community	499	8.5%
Ongoing Low Level Support (Equipment, AT, Telecare etc)	582	9.9%
Short Term Support	194	3.3%
Universal / Signposting	1,927	32.7%
No services Provided	1,751	29.7%
Other 100% NHS funded, End of Life Support, No services provided - deceased, Prison	234	4.0%

SALT STS002a - Concluded episodes

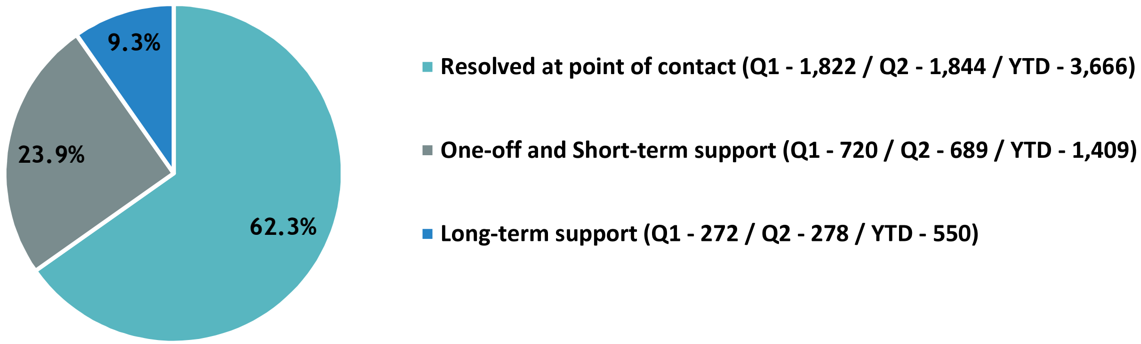
Sequel to Reablement

Service ended early - (not leading to Long Term Support)	91	26.8%
Admissions to Res Care/Nursing	8	2.4%
Long Term Community	168	49.6%
Short Term Support	57	16.8%
Universal / Signposting	91	26.8%
No services (no needs identified)	149	44.0%
No services (support declined)	39	11.5%
Other No services (self funding), Low Level Support	46	13.6%
	339	

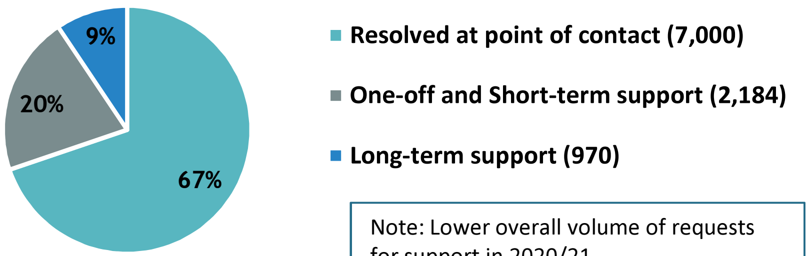
Adult Population 18 and over (Mid 2020): 269,967

Managing Demand – Meeting people's needs

Outcome of requests for support – Q2 2021/22



Outcome of requests for support - 2020/21



Note: Lower overall volume of requests for support in 2020/21

Key message: At Q1 it was noted that there had been a shift towards greater use of one off support vs 20/21. This could be attributable to greater elective activity (supported by equipment /AT / reablement use). There is relatively little change in Q2, with only marginal shifts, although positive in direction.

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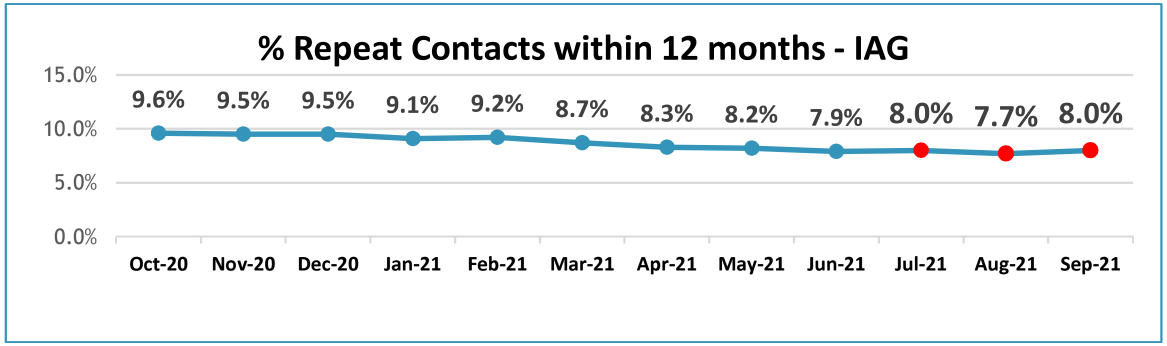
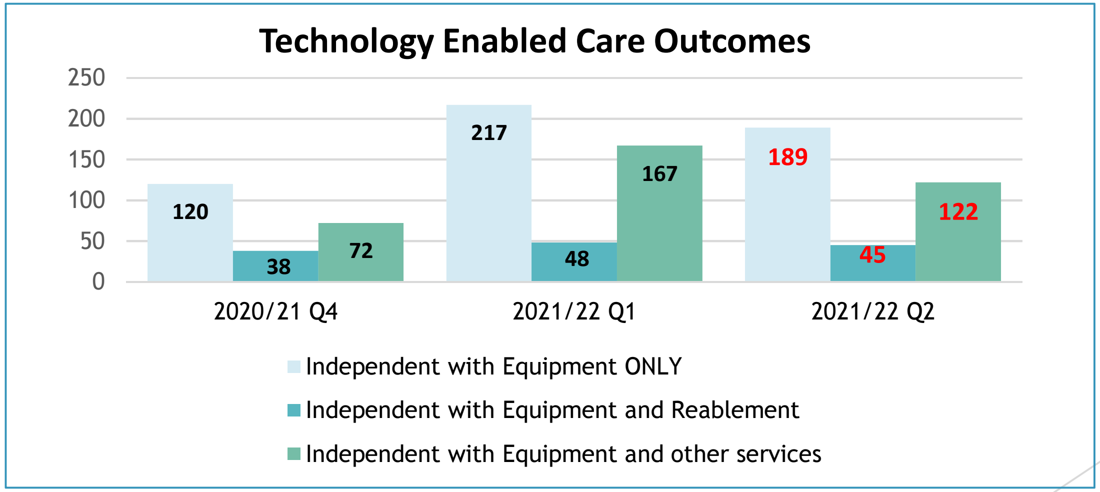
Outcomes of Information, Advice and Guidance (IAG) and One-off support





Key Message: The positive position for low repeat referrals is holding. This suggests effective triage / risk management and diversion decisions.
The uptake in the use of AT has been impacted by summer leave and lower referrals but remains well above 20/21. Direct access to TEC for some LPT staff may have a positive impact on activity going forward.

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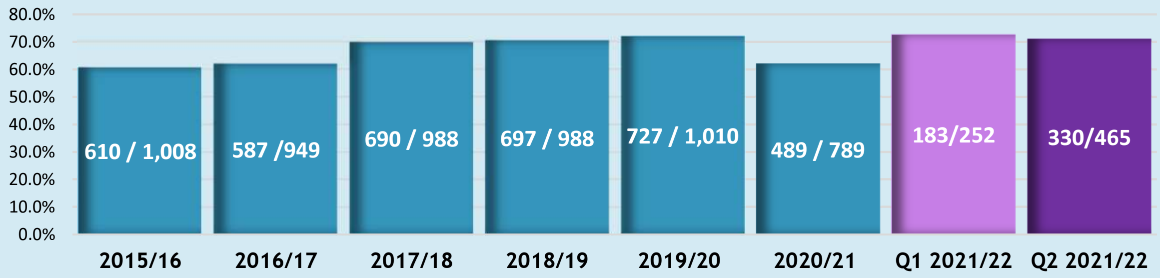
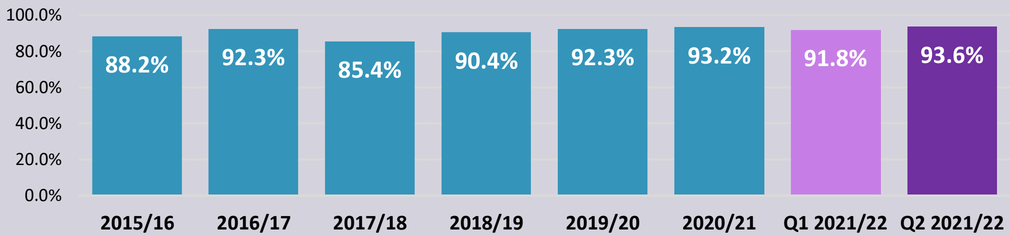
Outcomes of short-term support

Effectiveness of reablement/enablement:
No request was made for ongoing support



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



Key Message: It is reassuring to see the 91 day target remaining strong for Reablement despite the challenges presented throughout COVID. Increasing complexity / acuity and fewer planned elective cases (which would normally lead to full independence) mean that further increasing the % who are fully independent is challenging.

2019/20 Comparator Data (ASCOF definition – 3 months only)	
Leicester	90.0%
East Midlands	84.6%
CIPFA Nearest Neighbours	82.1%
England	82.0%

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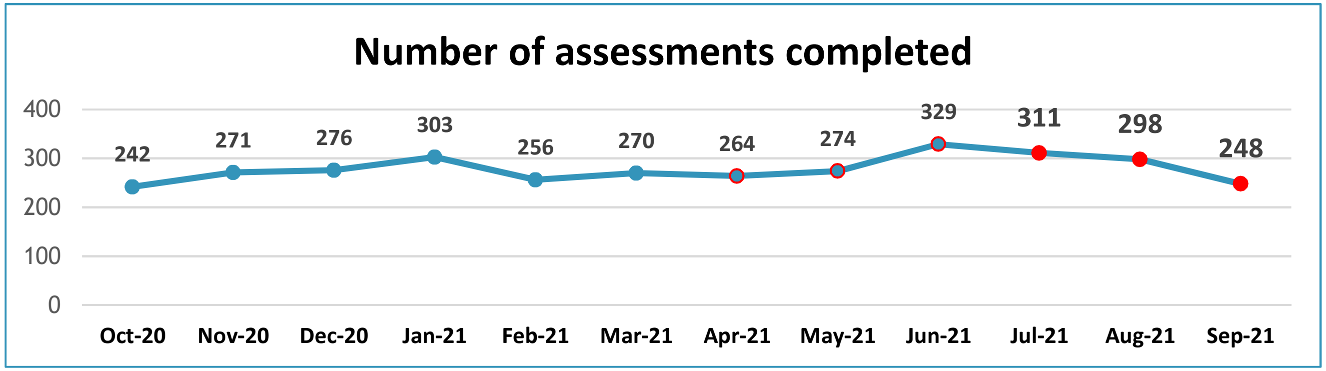
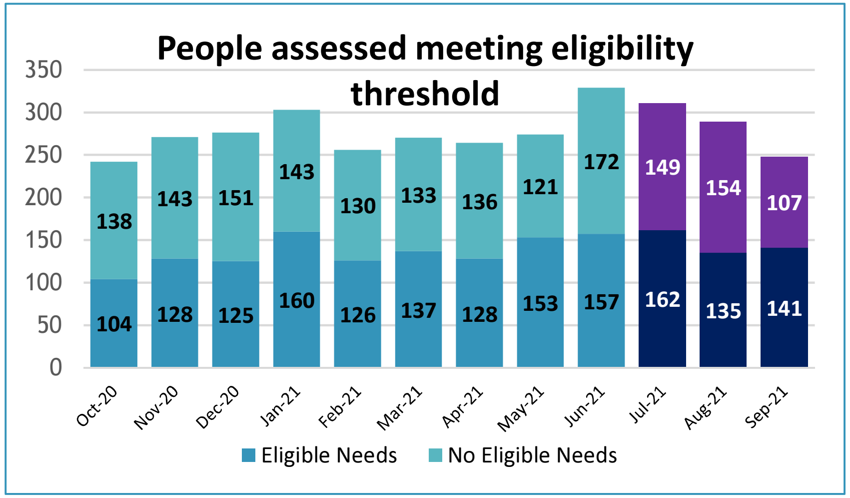
Assessments



Assessments completed:
2019/20 – 1,769
2020/21 – 2,427

2021/22 Forecast = 3,430



Key Message: Assessment activity has reduced over Q2 – this may be linked to capacity and seen in the waiting lists that are beginning to develop. Despite this reduction in activity (and potentially our inability to keep up with pace of demand) overall this is still forecast to be higher activity than in the previous 2 years.

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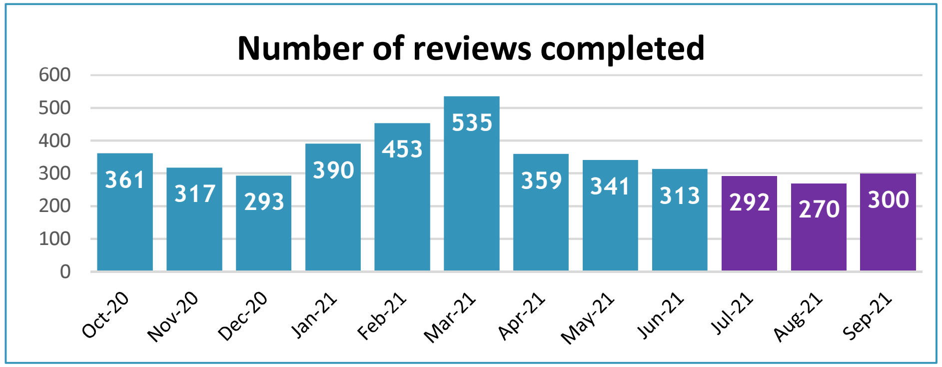
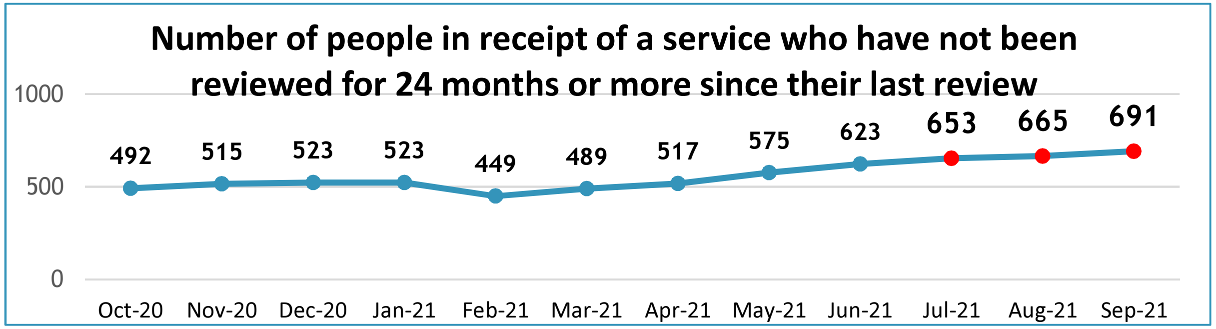
Reviews



	Reviews completed	People reviewed	People eligible for review
2016/17	5,060	3,655	4,911
2017/18	5,362	3,816	4,776
2018/19	5,128	3,643	4,874
2019/20	4,574	3,289	4,907
2020/21	4,793	3,217	4,835
Q1 2021/22	**1,013**	**890**	**1,237**
Q2 2021/22	**862**	**677**	**1,209**
2021/22 YTD	**1,875**	**1,576**	**2,418**



Key Message: Review performance remains a key pressure. It is activity that is at risk from increased demand from new people or for crisis management, as reported in Q1. Options to address this are being explored – there is the intention to work with providers to look at provider-led reviews as a pilot. Also to explore self/family led reviews in appropriate situations. Regional work is in scope with support from the ADASS network.

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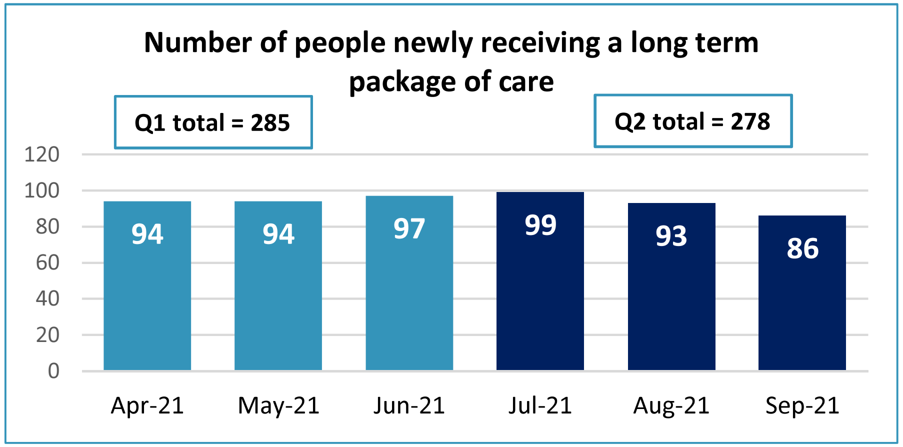
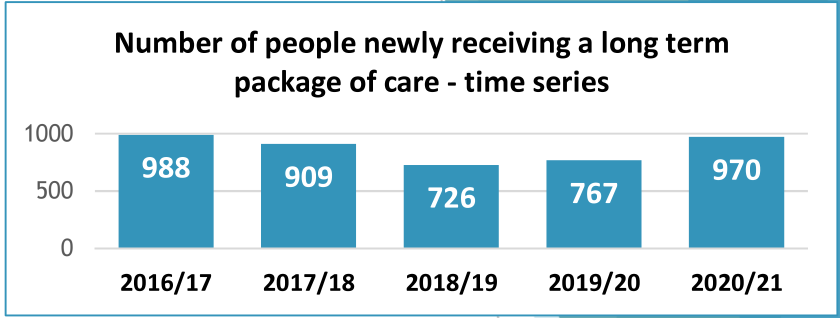
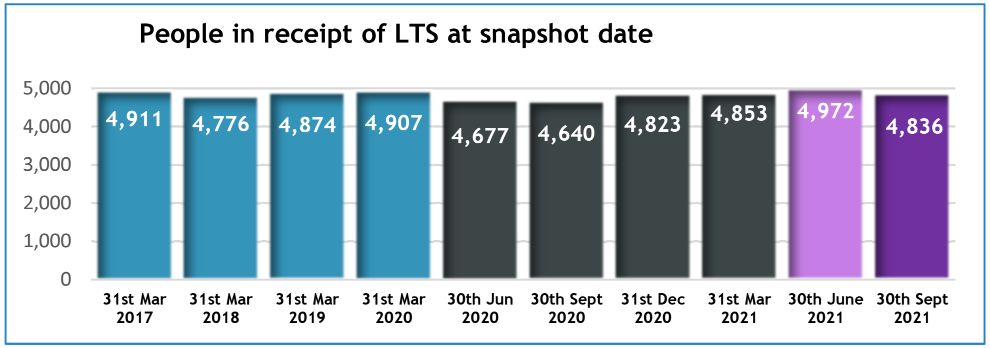
Long-Term Support (LTS)





2021/22 Forecast = 1,126



Key Message: After successive increases, this has dipped in Q2. The overall numbers of supported people has fallen accordingly, to just below the levels in Mar 19 / Mar 20. The pandemic period should be regarded as anomalous .

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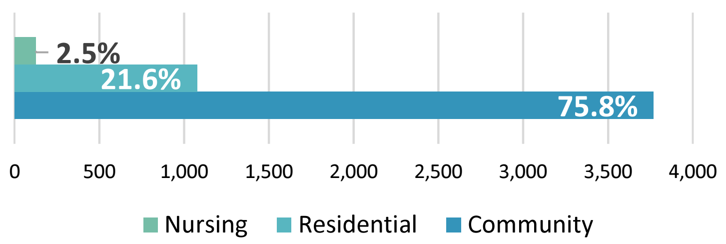
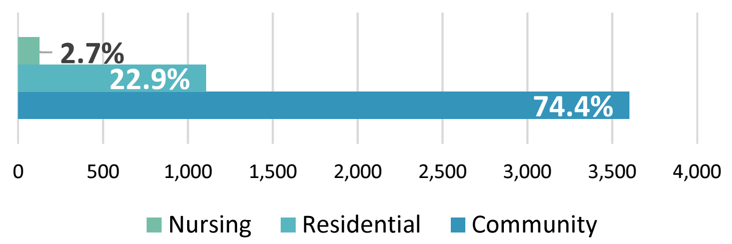
Long-Term Support – Care setting

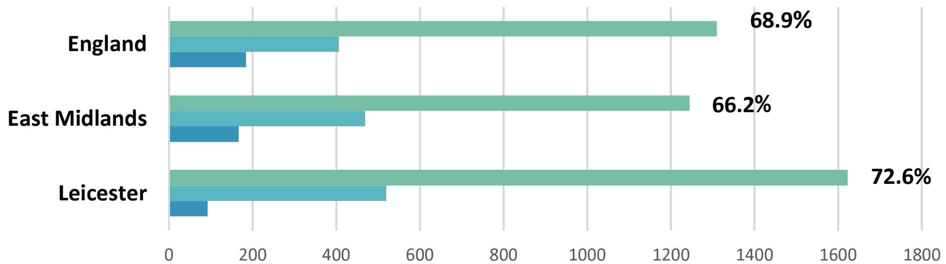
Care setting at 30th June 2021



Care setting at 30th September 2021



Care setting for people with LTS during 2019/20 (rate per 100,000 population)



	Leicester	East Midlands	England
Community	1,623.2	1,245.5	1,310.0
Residential	520.0	469.4	406.3
Nursing	92.5	166.8	184.8

<u>Key Message:</u> The position remains fairly static, with a positive focus on community services but higher use of residential vs nursing care. Work on supported living should help in the longer term to address this balance.

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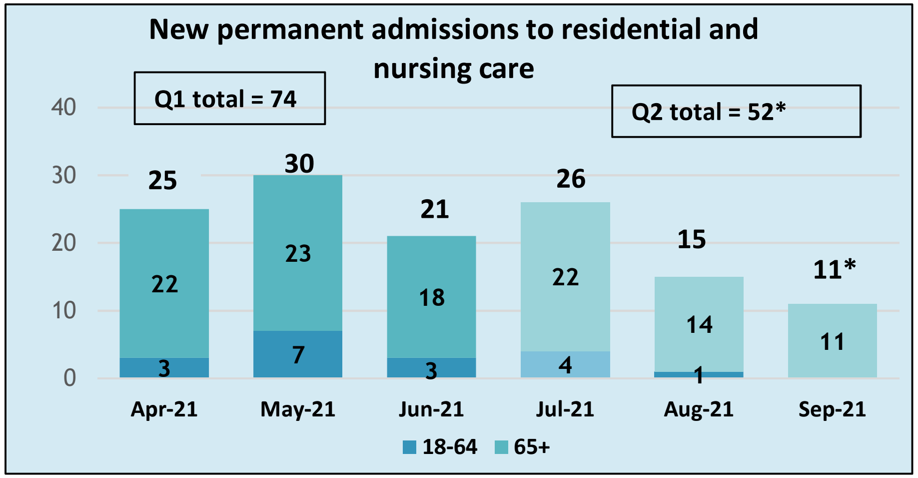
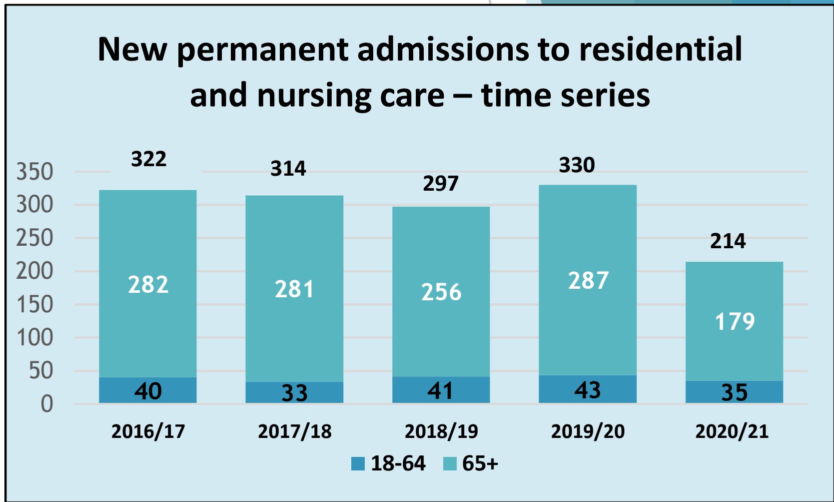
Long-Term Support – New admissions to residential and nursing care



2021/21 Forecast – 252

* Latest months data subject to change due to checking process



Key Message: The number of self-funders, as well as for those individuals whose care is funded by ASC decreased from the last year's figures. The low number placements is linked to the pandemic, however as the population continues to age, demand for care will increase and the types of care needed for long term care will change.

New admissions excluding self-funders whose funds have depleted				
2018/19	2019/20	2020/21	2021/22 - Q1	2021/22 Q2
256	272	176	68	47*

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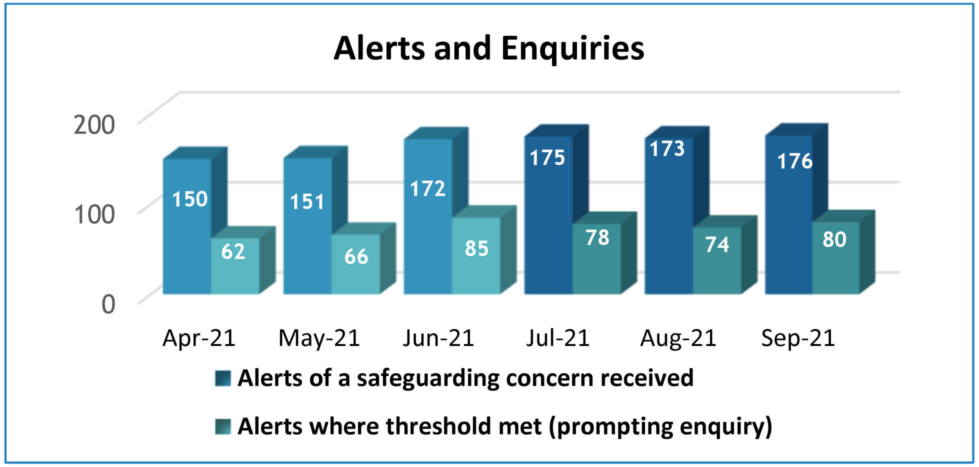
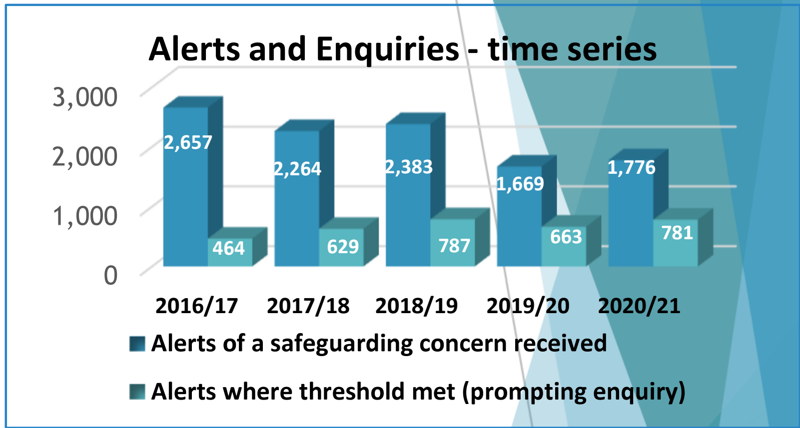
Safeguarding - ‘Alerts’ and ‘Enquiries’

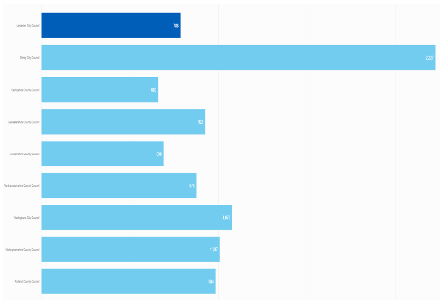


2021/22 Forecast – Alerts – 1,194
Enquiries - 890

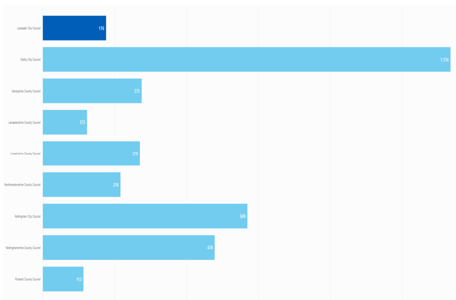


<u>East Midlands Comparators – 2020/21</u>

Alerts



Enquiries



<u>Key Message:</u> As reported at Q1, levels of alerts and cases meeting the threshold are fairly consistent although 6 months of data is showing a slight upward trend. The impact of Covid was anticipated to result in higher alerts, as ‘hidden’ concerns become more visible, with greater connectedness between people.

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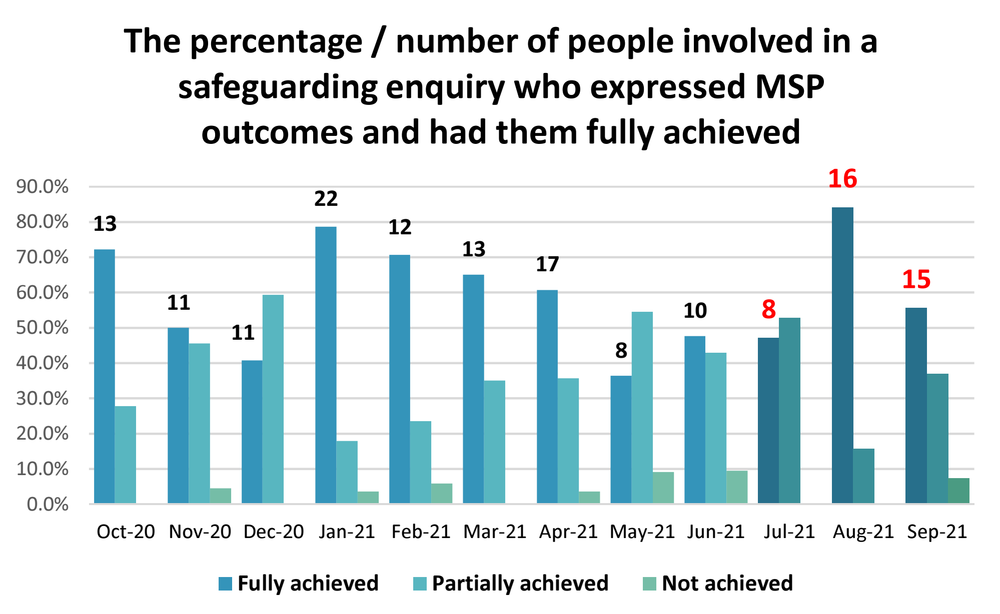
Safeguarding - Outcomes



	Fully Achieved (%)	Fully Achieved (No.)
2017/18	47.6%	154
2018/19	57.7%	194
2019/20	54.8%	168
2020/21	62.3%	170

Leicester Safeguarding Adults Board
WORKING IN PARTNERSHIP TO KEEP ADULTS SAFE

Q1 – 49.3% outcomes fully achieved
Q2 – 61.9% outcomes fully achieved
YTD – 55.2% outcomes fully achieved

Key Message: Positive progress has been maintained in Q2, in helping people to achieve a good outcome. Internal Safeguarding Training continues to support practitioners with practice around promoting people outcomes in line with MSP providing them with tools to support best practice. Feedback from the LGA safeguarding insights shows risk reduced or removed as a result of safeguarding is higher than regional and national comparators.

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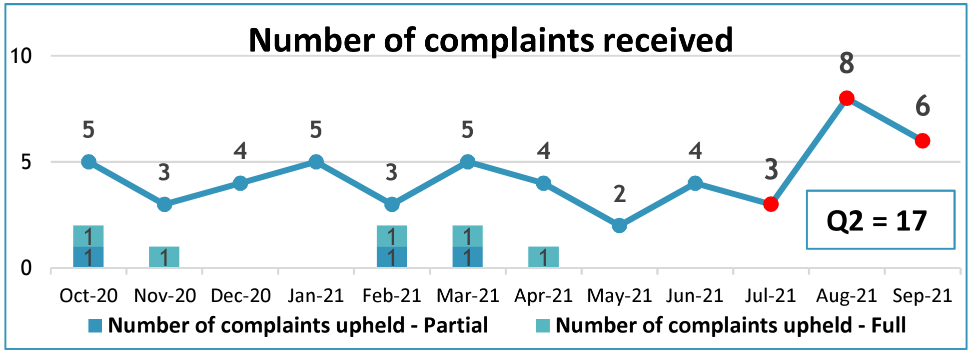
Health and Social Care Integration - Avoiding hospital admissions and supporting hospital discharges

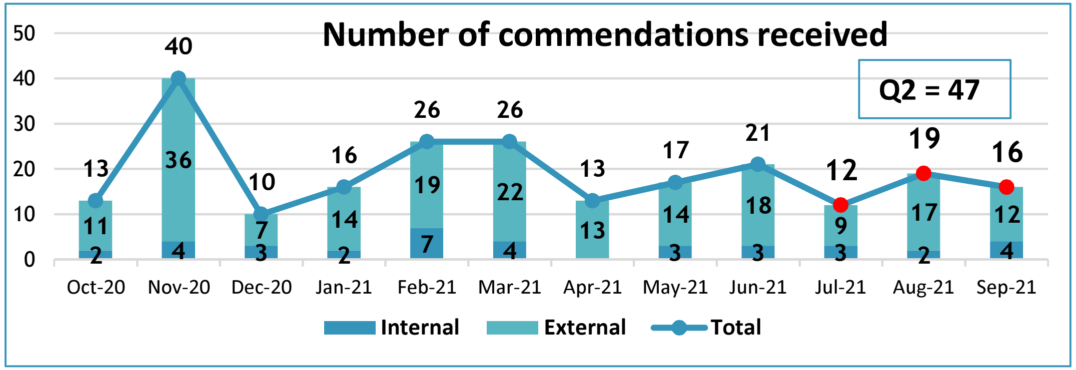
Place holder

We will be showing the number of people returning home after a hospital stay

Quality – Complaints and commendations



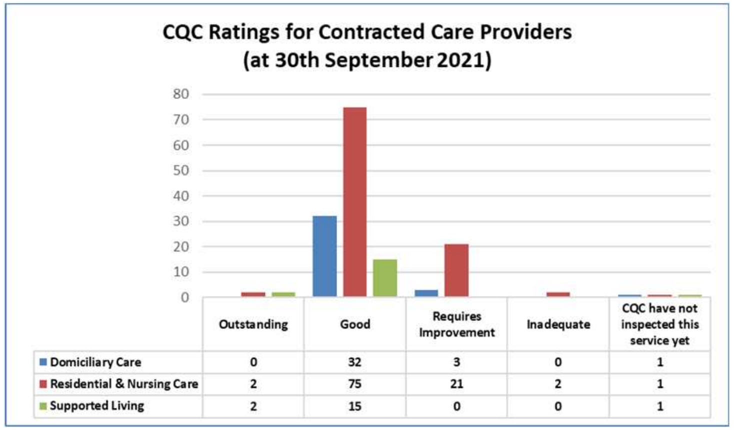
	2018/19	2019/20	2020/21
Complaints – Total	85	81	44
Complaints - Fully Upheld	18	9	4
Complaints - Partially Upheld	16	22	8
Commendations	248	295	264



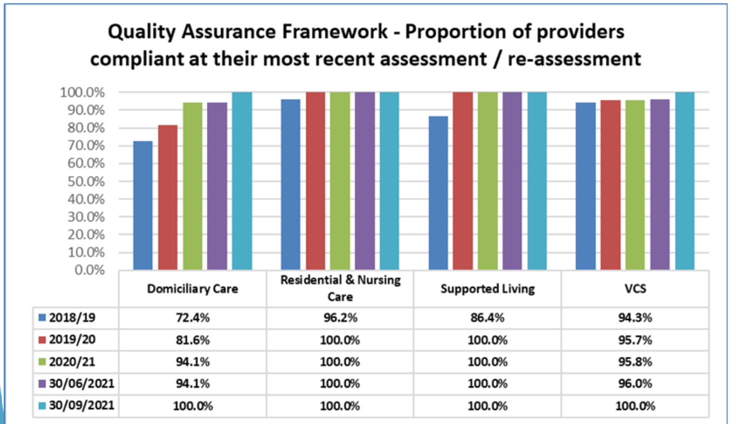
2021/22 Forecast:
Complaints - 54
Commendations - 196

Key Message: Complaints have risen in Q2, although with a forecast currently suggesting a lower rate than pre-pandemic years. However this is an area of risk due to building pressures affecting response times, particular in front door and OT services. Dissatisfaction with longer waits may present as statutory complaints in coming months.

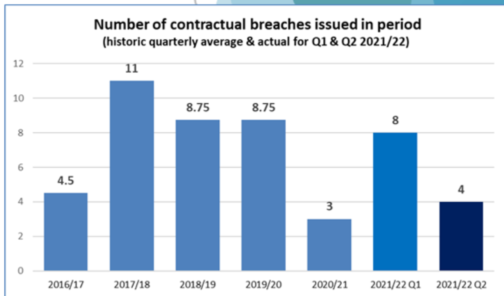
Quality – Commissioned services: CQC/QAF



Key Message: The continuation of national lockdowns over the early part of 2021 has continued to impact on our ability to undertake routine monitoring of providers in line with our usual procedures. To gain assurance a revised QA framework has been developed and this is in use alongside visits to check on the quality of services and the safety of those supported. CQC continue with a restricted programme of inspections and visits are only undertaken where risks indicate this is required leading to an increase in services rated 'Requires Improvement' since 2020/21.



Care Quality Commission Ratings – March 2020			
Service Type	Rating	Leicester	England
Nursing Care Homes	Outstanding	0%	5%
	Good	57%	69%
	Requires Improvement	43%	21%
	Inadequate	0%	2%
	Unrated	0%	3%
Residential Care Homes	Outstanding	4%	4%
	Good	81%	79%
	Requires Improvement	11%	13%
	Inadequate	0%	1%
	Unrated	5%	2%
Domiciliary Care	Outstanding	1%	4%
	Good	67%	68%
	Requires Improvement	10%	11%
	Inadequate	0%	1%
	Unrated	22%	17%
Supported Living	Outstanding	6%	5%
	Good	71%	73%
	Requires Improvement	0%	7%
	Inadequate	0%	0%
	Unrated	23%	15%



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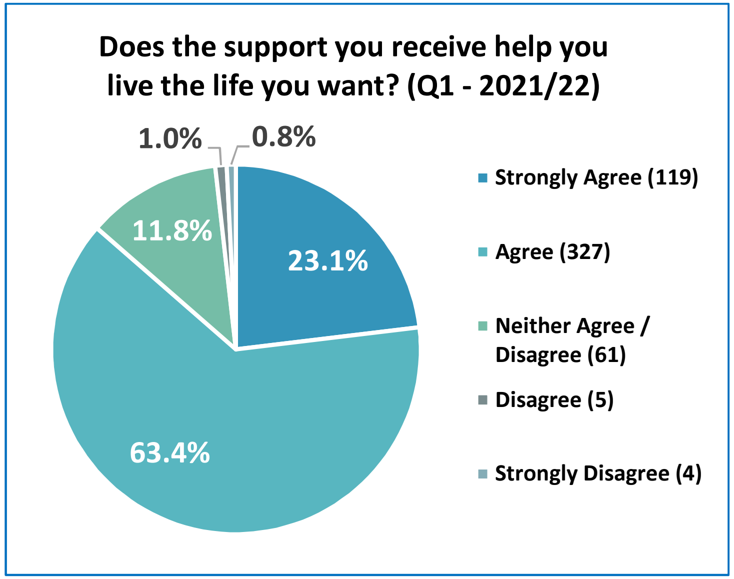
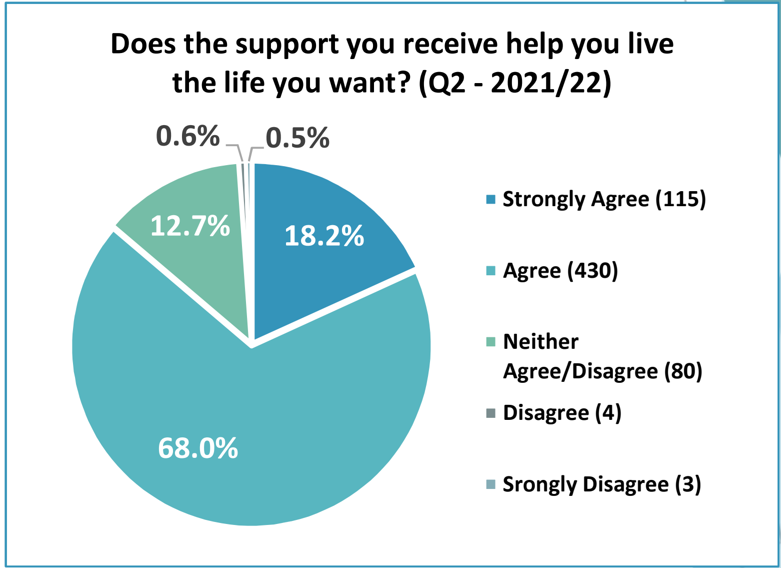
Satisfaction and outcomes – strengths based related outcomes





Place holder

We will be showing further information on the outcomes of strengths based practice when we have sufficient data.

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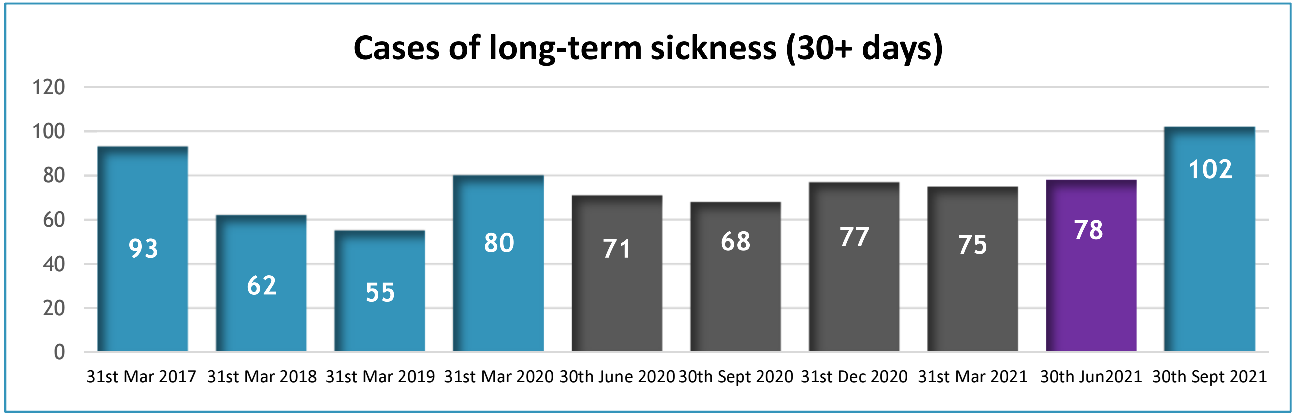
Workforce – Staff sickness levels



Average days lost to sickness

Division	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1	**2021/22 Q2**
Social Care & Commissioning	9.3	9.4	9.7	7.0	7.8	7.4	6.0	5.8	6.2	**8.1**
Social Care & Safeguarding	7.5	9.0	10.1	13.1	11.7	12.0	12.2	11.2	11.1	**12.4**

Key Message: Long term sickness has risen sharply, to its highest level. This is being felt in teams, managing vacancies and with pressures in capacity. Mental health is a particular factor, with a number of absences related to anxiety / bereavement-related MH. There are also people awaiting surgery to resolve health conditions that are preventing them from working. Management actions continue to focus on wellbeing, resilience and AMP actions

Leicester City Council

Ethnicity Monitoring:

Detailed ethnicity breakdowns for most metrics in this report are provided in a complementary report to be published alongside this report: