Social Care & Education

Adult Social Care

Performance Report

Adult Social Care Scrutiny Commission

5th October 2023

2023/24: Quarter 1

Leicester City Council

Note on 2020/21 comparator data:

A key aid in understanding current performance is to consider it in relation to historic data. However, when looking at data in this report it is important to bear in mind that for many metrics 2020/21 was an exceptional year due to the impact of the Covid pandemic. For this reason a comparison with data in 2019/20 is likely to be more informative. It should also be remembered that the impacts of the pandemic continued into 2021/22, albeit to a lesser extent than 2020/21.

Key Exceptions and Trends – Q1 2023/24

This report provides evidence of the positive work undertaken by Adult Social Care in the city, but it is important to recognise that the pressures on our support and services have had an impact on the timeliness and quality of our work. Some of these are highlighted below:

1. **Demand for our services largely returned to pre-pandemic levels over 2021/22, with a year-end total number of 'contacts' created over 2,000 higher than in 2020/21 (a 12.5% increase). In 2022/23 we saw numbers reduce to 17,937 a little over 1,000 less than 2021/22. However, In Q1 of 2023/24 we have seen the number of contacts climbing again, topping the numbers in all four quarters of 2022/23. The number of new formal requests for support increased at a slightly slower rate (11%) in 2021/22. Mirroring the situation with contacts, the number of requests for support fell in 2022/23 (by approximately 500). But, as with contacts, we have seen numbers climbing again in the first quarter of 2023/4, again topping the numbers in all four quarters of 2022/23.**

2. **The number of assessments completed during 2022/23 (3,180) was a little lower than in 2021/22 (3,319) but still much more than during the three previous years (average of 2,120). Data from Q1 this year, if sustained through the year suggests we could see a further small reduction in the number of assessments completed. As a result of these assessments, 1,745 people were found to have eligible needs at the end 2022/23 the highest level over the last five years and showing an increase in the proportion of people found to have eligible needs from 52.3% in 2021/22 to 54.9% in 2022/23. In Q1 of 2023/24 this has dropped back to 51.9%.**

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3. **The *number* of new people going directly into long-term support following a request for support during 2022/23 was 1,032, marginally lower than in 2021/22 but still at historic high levels (compared to 970 in 2020/21 and 767 in 2019/20). In Q1 of 2023/24 we have seen a marked reduction with just 194 people going into long-term support, if this is sustained throughout the year we will see a much lower outturn of just 776 this year. Expressed as a *proportion* of all requests for support, the position has been stable at c.9.6% over the last three years and markedly higher than in 2019/20 when it was 5.9%. In Q1 of 20223/24 this has fallen to 6.7%.**

4. **The number of new permanent admissions to residential and nursing care has continued to increase from the unprecedented low levels seen during the peak of the Covid pandemic in 2020/21 (214), but remains well below pre-pandemic levels. We saw 286 admissions in 2022/23, slightly higher than the 274 in 2021/22, but still lower than the average of 316 over the four years prior to the pandemic. With just 42 admissions in the first quarter of 2023/24 we have seen an extremely positive start to the 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 1,348 in June 2023, the highest figure recorded. This means that over of one in five people eligible for a review have not been reviewed for more than 12 months more than stipulated in the Care Act. By contrast the lowest figure recorded was 120 in March 2018. Since towards the end of 2022/23 we have seen that over 50% of all reviews were overdue (not reviewed for at least 12 months since the last review).**

6. **The number of safeguarding alerts which met the threshold for an enquiry increased markedly over 2021/22, with 1,001 alerts meeting the threshold compared to 781 the year before, and an average of 636 in the four years prior to that. In our Q1 report last year we forecasted that a new record high could be reached in 2022/23, however significant reductions from August through to March resulted in a much reduced figure for 2022/23 of 636, which constitutes the lowest number since 2017/18. This is further being explored, as we seek to ensure alerts are appropriate and proportionate, given the low conversion to s42 enquiries.**

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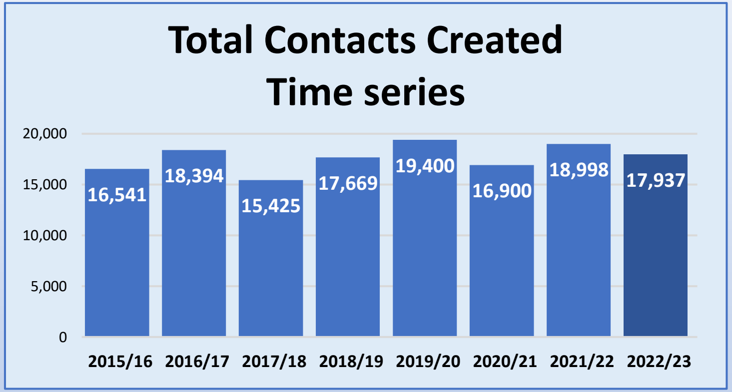
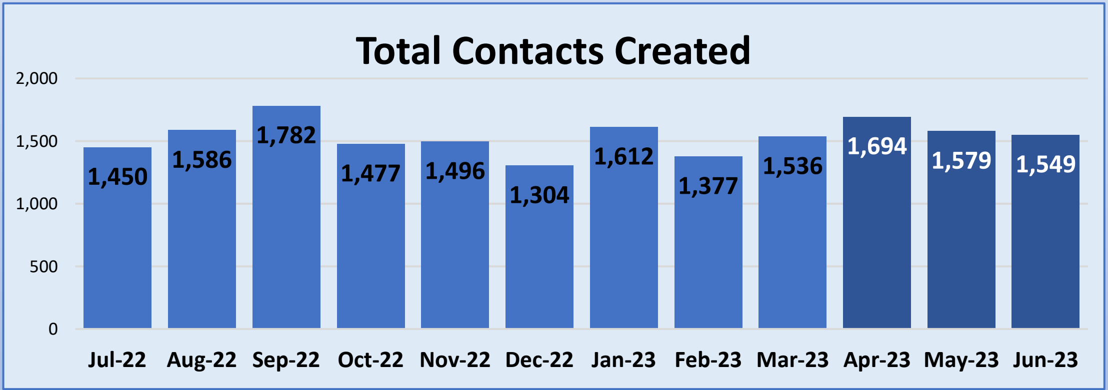
Managing Demand – Total Contacts Created

Total new contacts created	*- Q2 (2022/23)*	*4,818*
	- Q3 (2022/23)	*4,277*
	- Q4 (2022/23)	*4,525*
	- Q1 2023/24	**4,822**

Includes: Safeguarding, DoLS, Blue Badge renewals
Excludes: Contacts relating to existing cases





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

Key Message:

The volume of contacts received has increased this quarter, but longer time series data does show a degree of fluctuation, and the parameters are broadly consistent. The primary focus is on the quality of contacts (linked to screening and safeguarding outcomes) and what happens following the contact.

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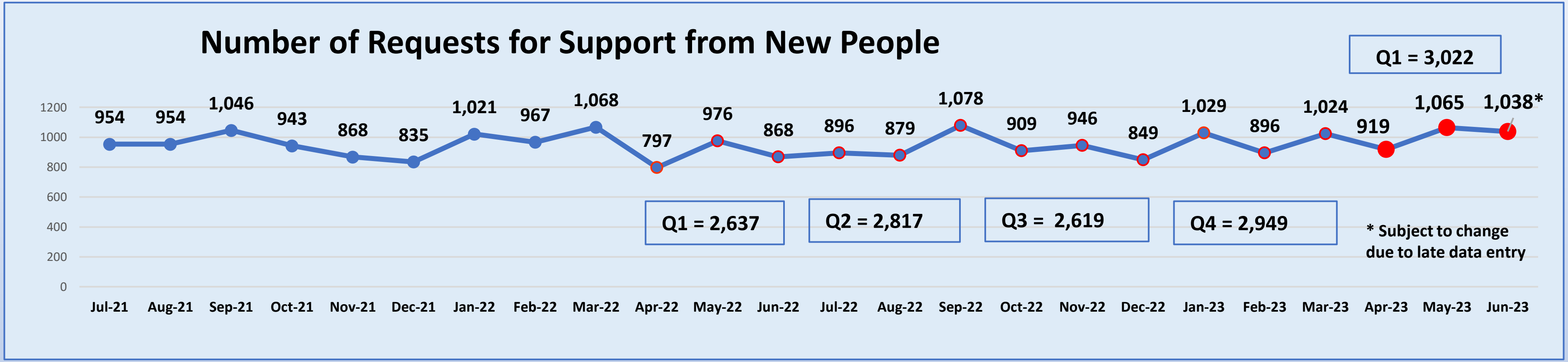
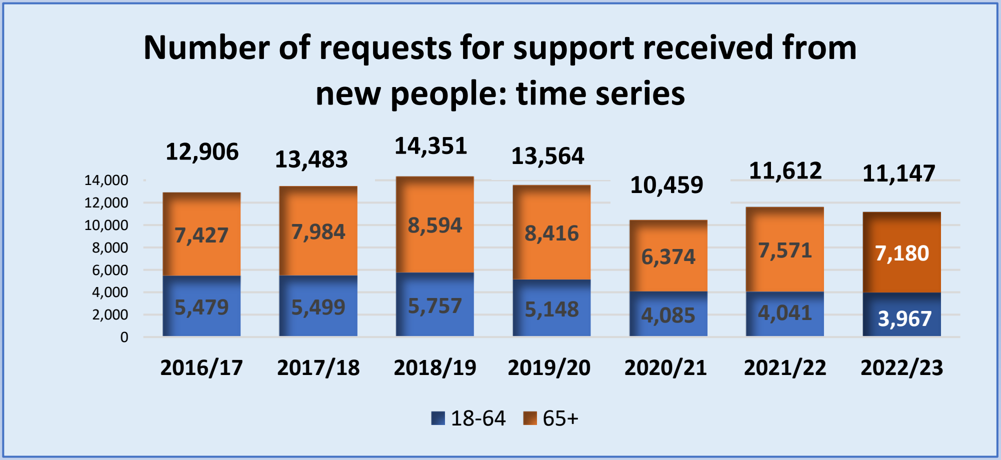
Managing Demand – New Requests for Support





Key Message:

As with contacts, requests for support do vary but within a consistent upper and lower interval. Further work is underway to explore whether contacts and requests for support that require no further action could be differently routed outside of ASC

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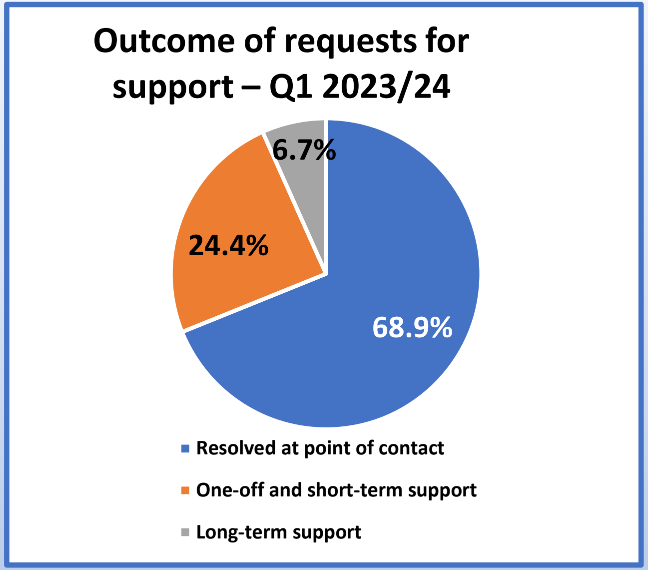
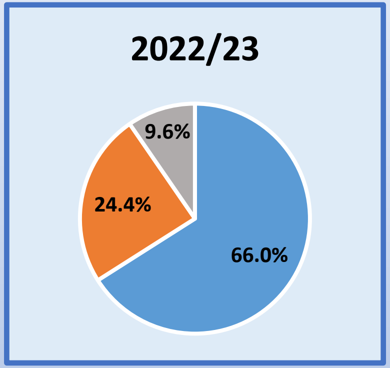
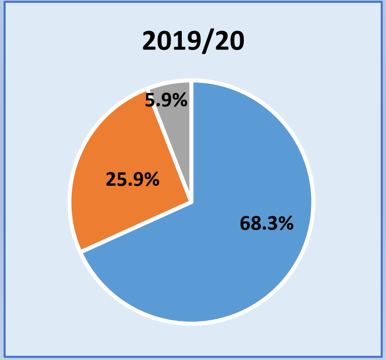
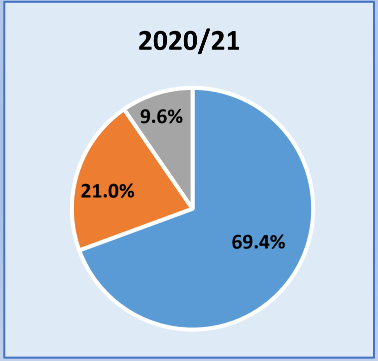
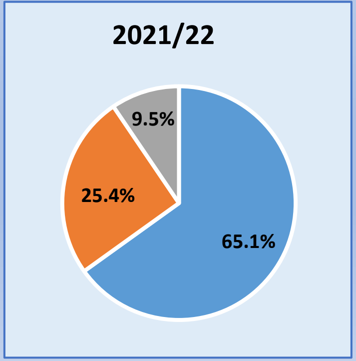
Managing Demand – Meeting people's needs











Key Message:

We have seen a positive upwards shift in the number of situations resolved on contact and a reduction in the use of long term support as a the outcome of the request for support. This may be the impact of work that is intended to reduce the use of statutory services but it is too early to be confident of that direct correlation

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

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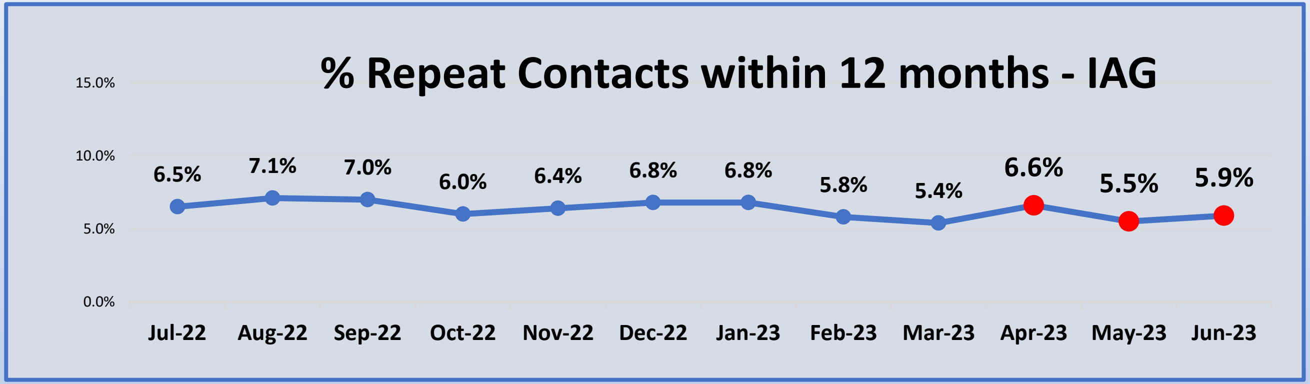
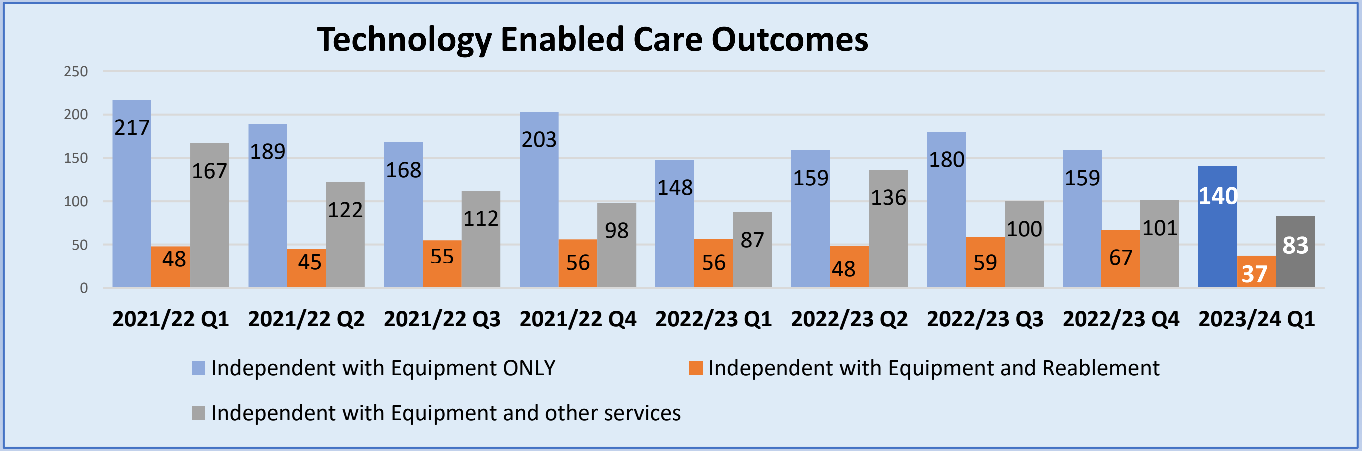
Outcomes of Information, Advice and Guidance (IAG) and One-off support





Key Message:

Repeat enquiries for the same reason remain low, which is positive

TEC outcomes are additional to preventative TEC funded by the Better Care Fund (In the period 1/4/23 to 31/7/23, 790 persons were supported with TEC, of which, 296 (37.5%) were new people. 1,322 items of equipment were provided.)

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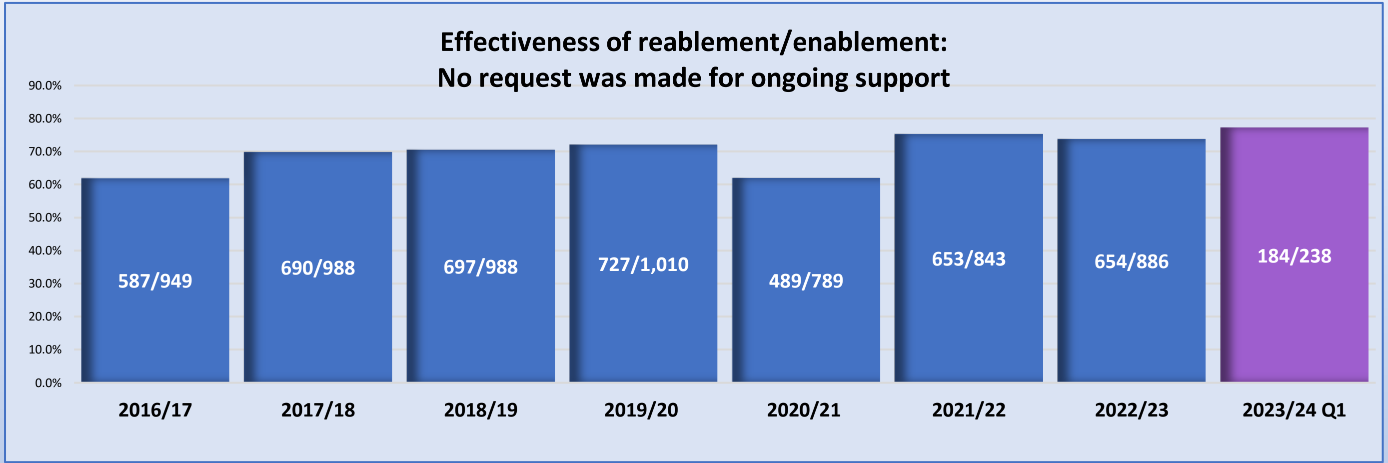
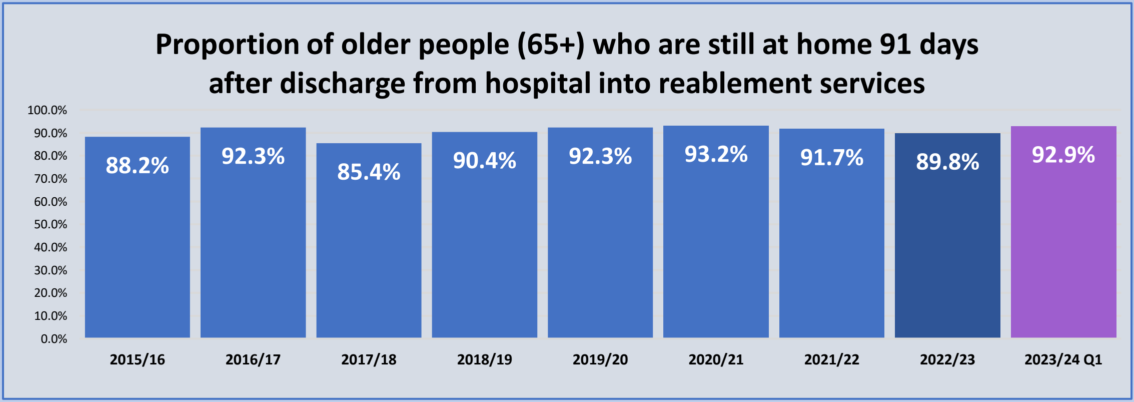
Outcomes of short-term support



Key Message:
Q1 performance is improved in both measures and the 91 day indicator is well above national averages



2021/22 Comparator Data (ASCOF definition – 3 months only)	
Leicester	88.2%
East Midlands	82.0%
England	81.8%

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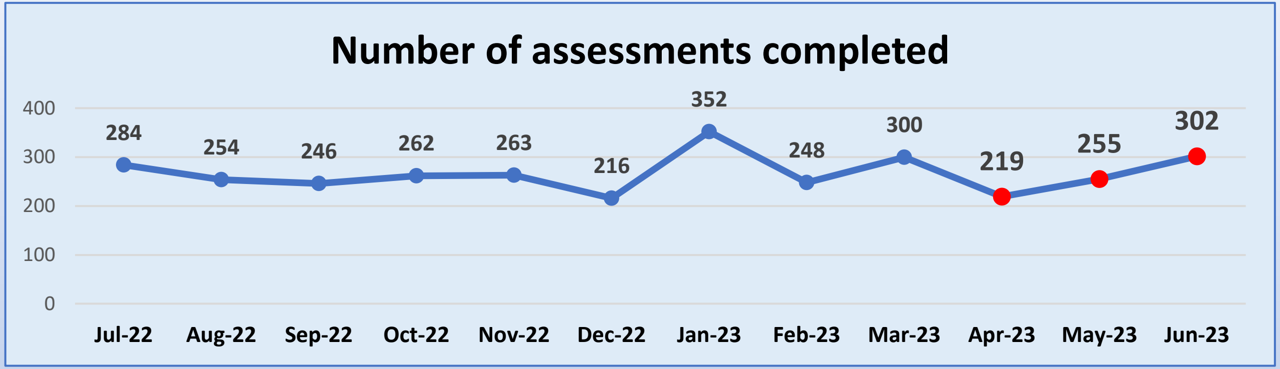
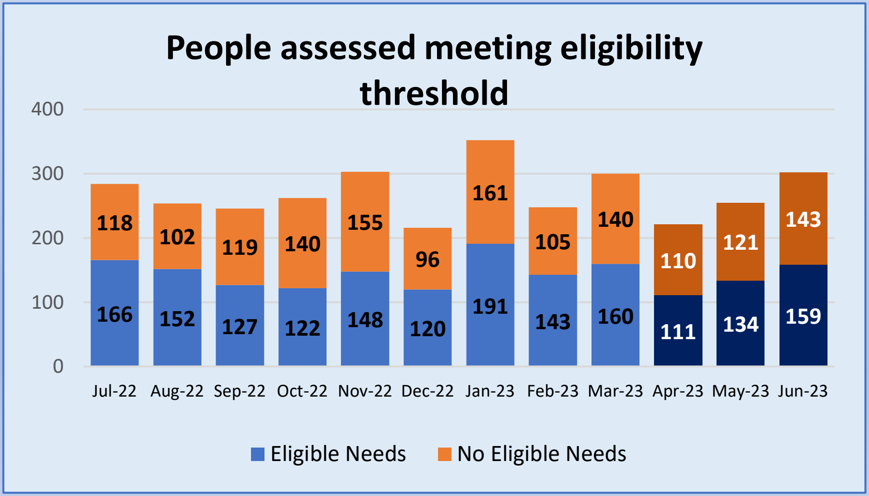
Assessments





Assessments completed:
2018/19 - 2,164
2019/20 - 1,769
2020/21 - 2,427
2021/22 - 3,319
2022/23 – 3,180

Eligible needs:

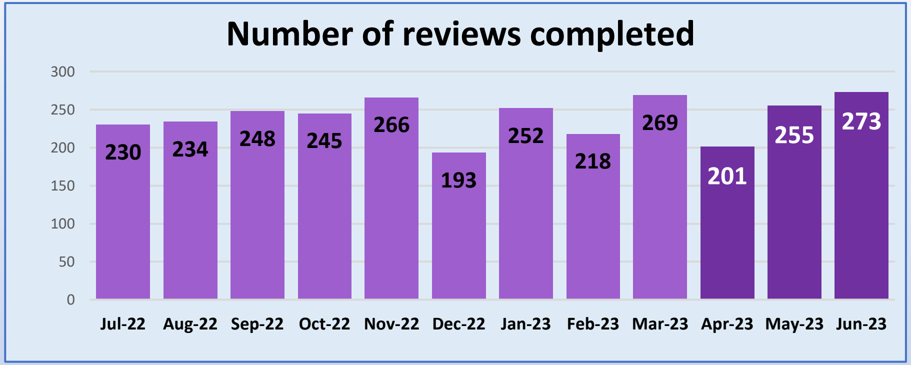
2018/19 – 1,603
2019/20 – 1,479
2020/21 – 1,246
2021/22 – 1,737
2022/23 – 1,745

2021/22 needs – 52.3% Eligible
2022/23 needs – 54.9% Eligible
2023/24 Q1 needs - 51.9% Eligible

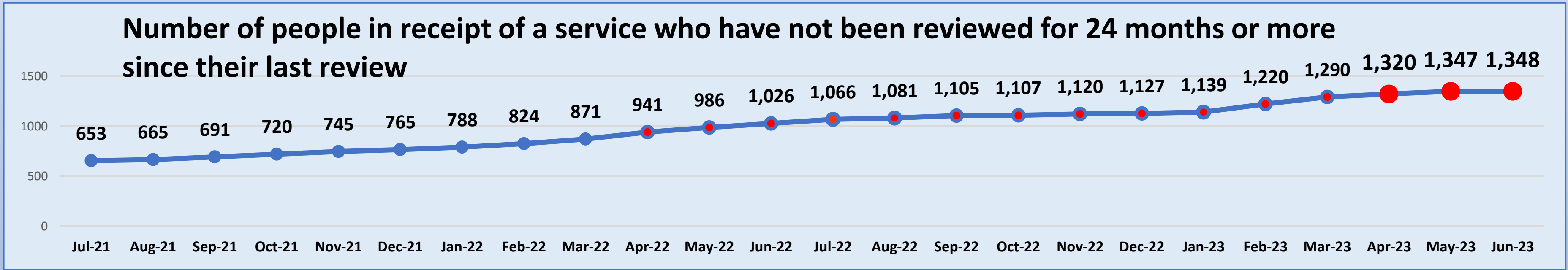
Key Message:

Work is underway to explore processes and practice, where assessments do not result in eligibility. Although an assessment is a statutory right, we need to be confident that they are necessary and proportionate and that an assessment (or other type of conversation) where no eligible needs are identified, delivers preventative advice / signposting and therefore adds value

Reviews



Period	Reviews completed	People reviewed	People eligible for review
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
2021/22	3,452	2,699	5,069
2022/23	2,858	2,403	5,144
2023/24 Q1	**729**	**701**	**1,295**



Key Message:

Reviews continue to be a considerable cause for concern and a project approach is being taken. Most teams have now secured additional capacity and are beginning to track activity and outcomes from this dedicated resource. Reviews have been segmented to support prioritisation. Work on securing additional capacity (inc from providers / external) continues.

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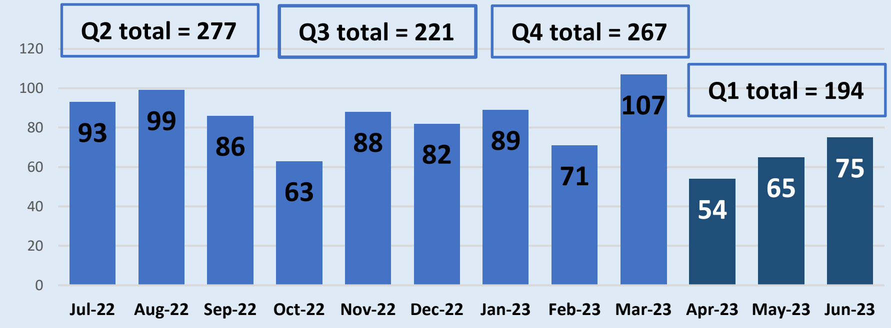
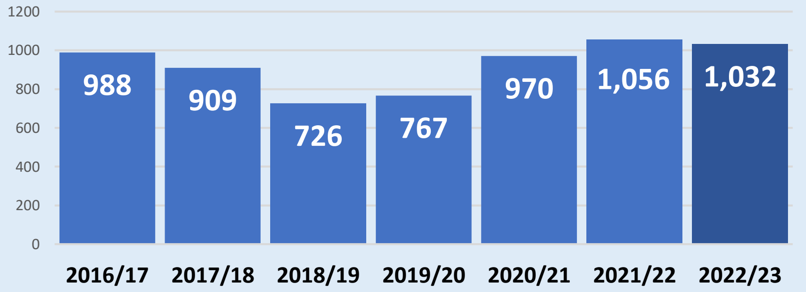
Long-Term Support (LTS)

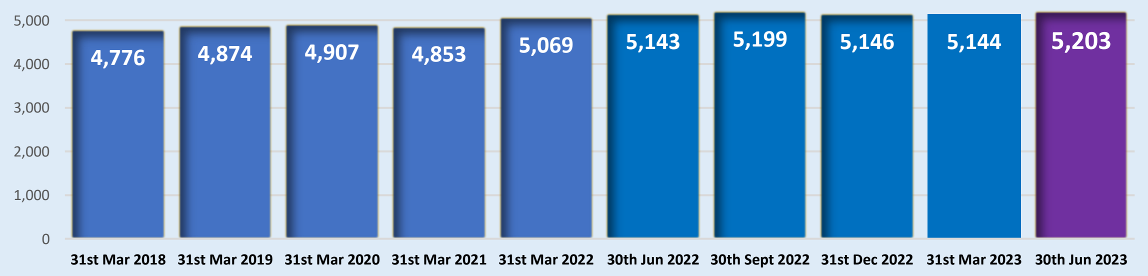
Number of people receiving a long term package of care directly following a request for support



Number of people newly receiving a long term package of care - time series



People in receipt of LTS at snapshot date



Key Message:

There continues to be a focus on using short term support and connecting people to non-statutory support. This may be seen in the Q1 data for new long term packages but with leavers taken into account, the snapshot shows we are supporting the highest number of people in the time frame from 2018

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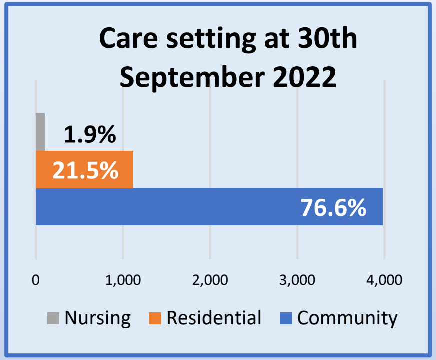
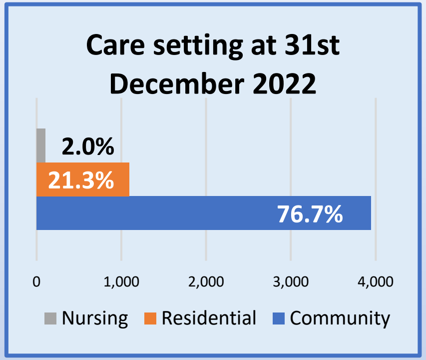
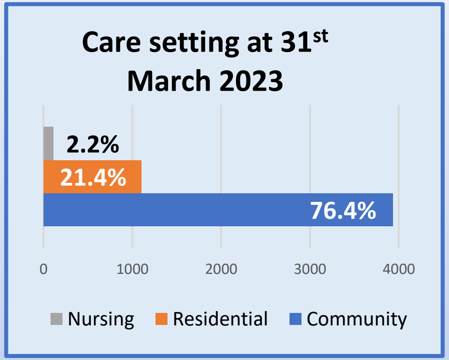
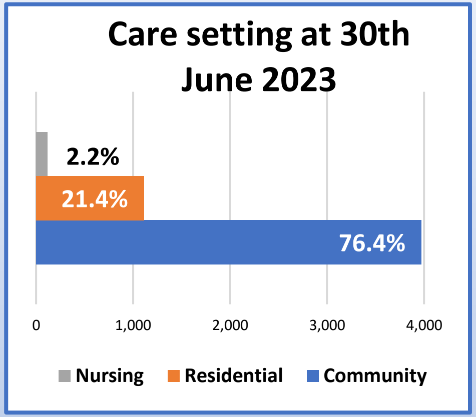
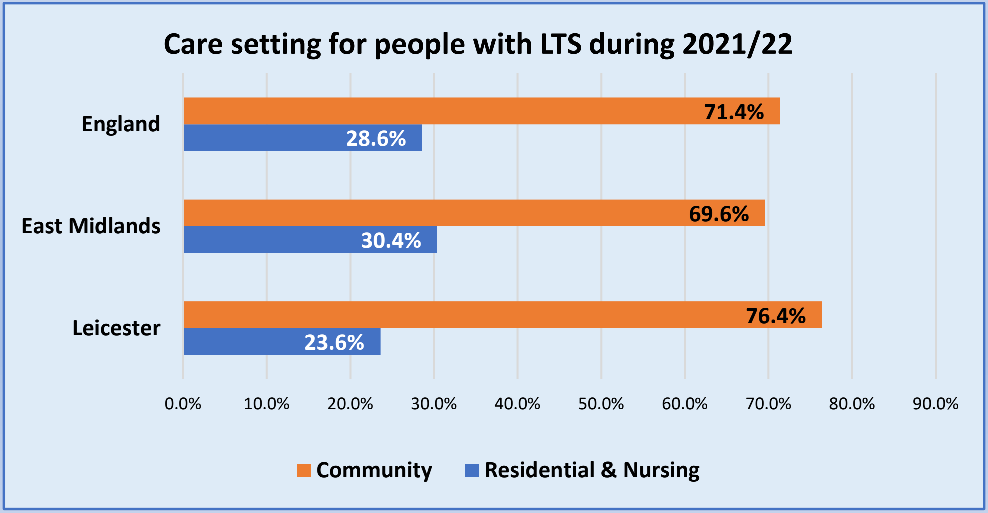
Long-Term Support – Care setting











Key Message:

The position remains fairly static and we benchmark well (where a higher use of community care indicates more people are supported in their home setting). Routine reporting of this indicator is to be discontinued as there is no value in such regular oversight

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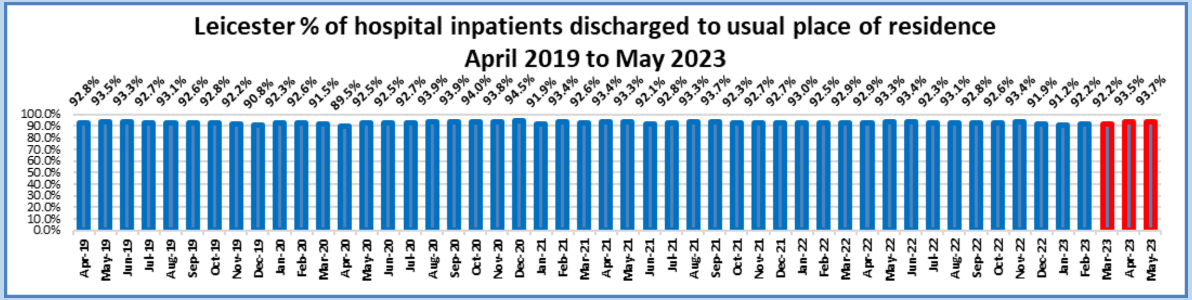
Health and Social Care Integration – Supporting hospital discharges

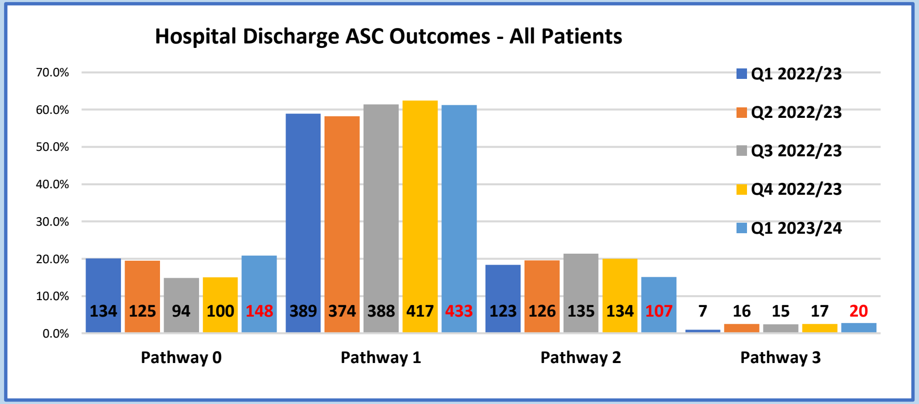


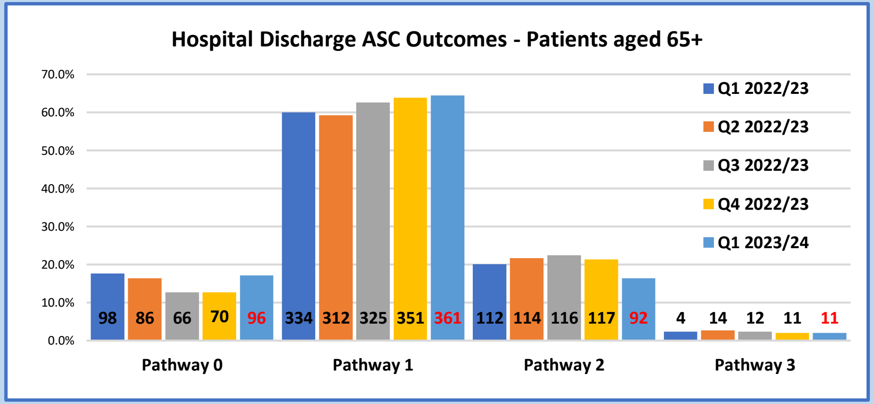
Pathway 0 - No Care Provided

Pathway 1 - Care Package / Reablement / Re-start

Pathway 2 - Rehab/ Assessment Bed /Short Stay Placement

Pathway 3 - Permanent Care Home Placement





Key Message:

Our focus is to reduce the use of bedded (pathway 2) discharges, and new processes within the acute hospitals is beginning to have impact. Plans are in place to discharge all people going home via our internal service from Oct 23, to give best opportunity to right-size care before commissioning ongoing support.

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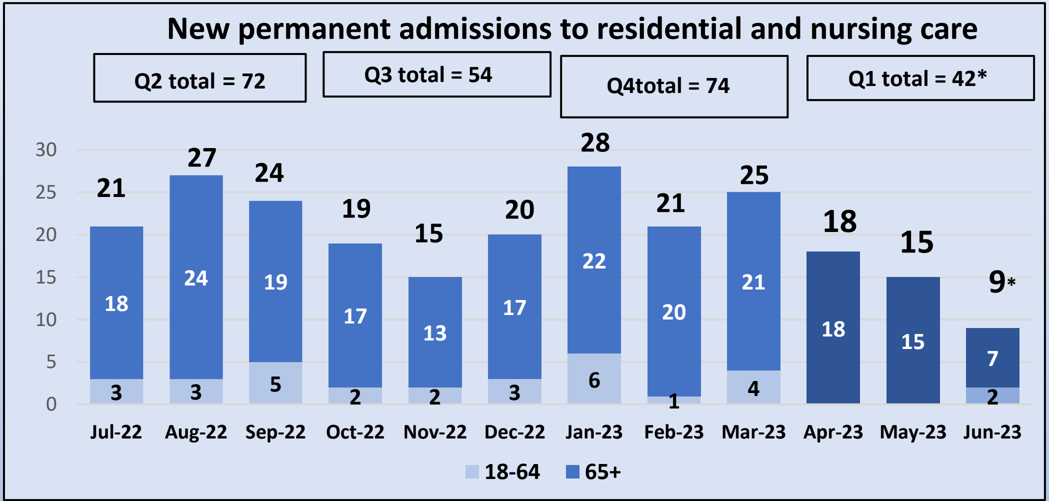
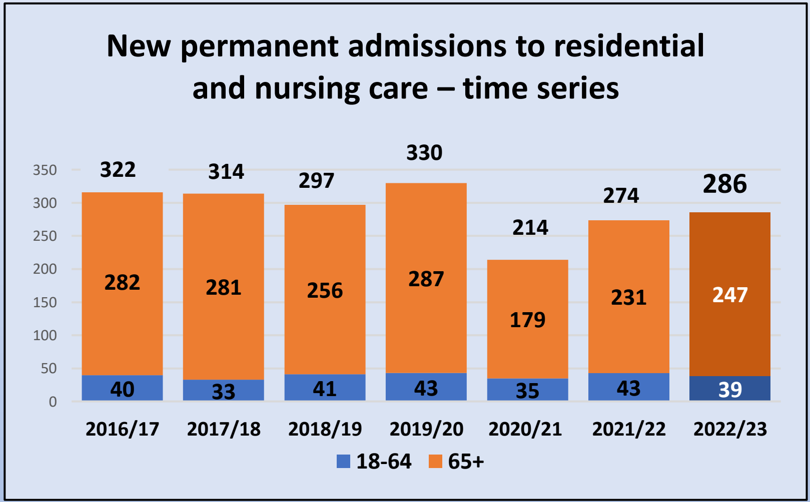
Long-Term Support – New admissions to residential and nursing care



*Subject to change due to late data entry / checking



Key Message:

Placement activity has reduced. This may be helped by our focus on reducing the use of placements in care beds for discharge, which we know increase the likelihood of a long term placement following

New admissions excluding self-funders whose funds have depleted

2019/20	2020/21	2021/22	2022/23
272	176	239	244

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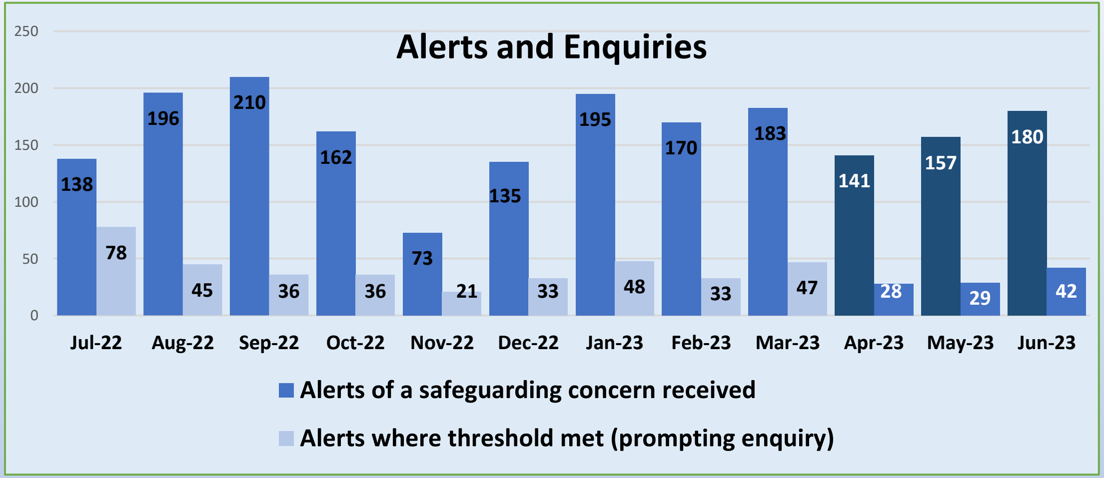
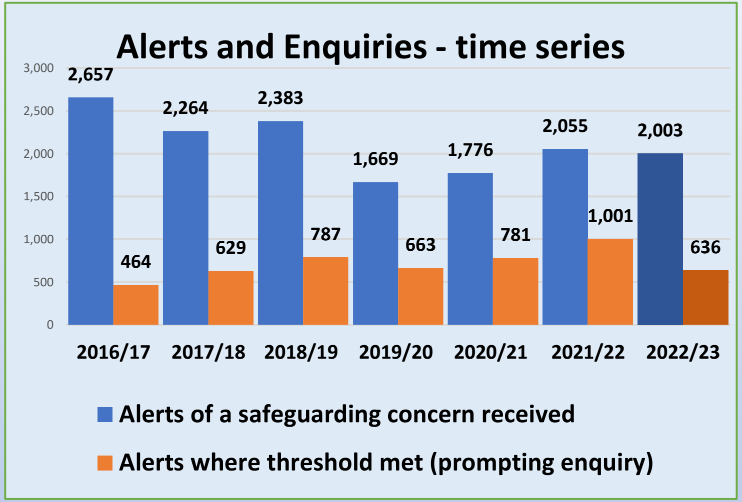
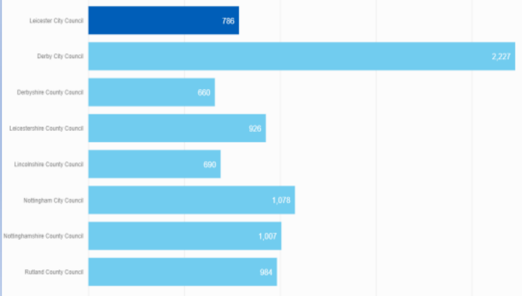
Safeguarding – ‘Alerts’ and ‘Enquiries’



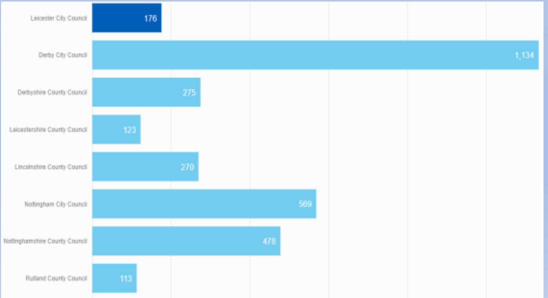


East Midlands Comparators (per 100,000 pop.) – 2021/22

Alerts



Enquiries



Key Message:

The position remains similar to previous periods but our processes are being reviewed to determine whether the recording of alerts is proportionate, given the low conversion to enquiries

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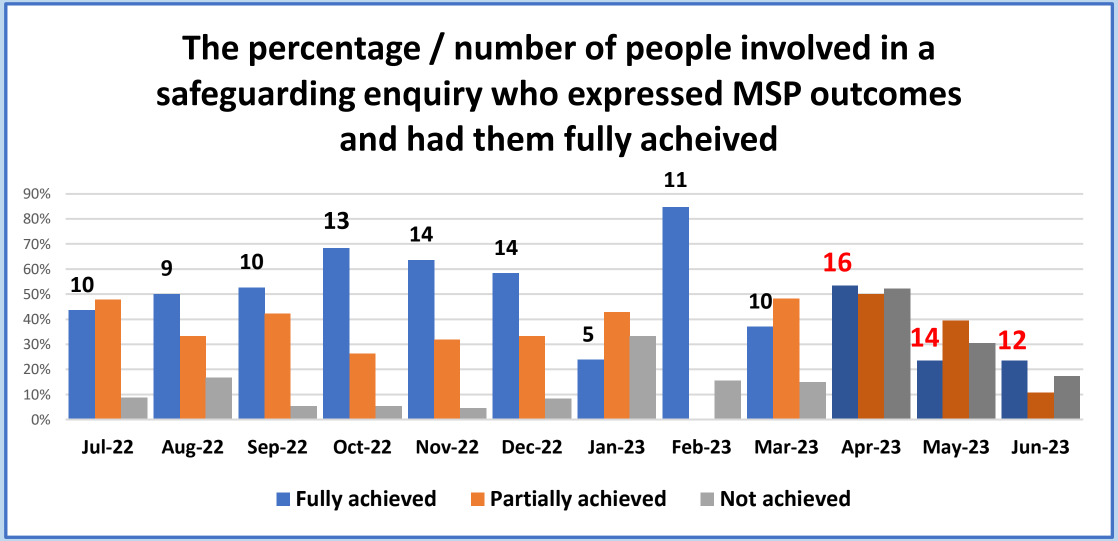
Safeguarding – Outcomes

Leicester Safeguarding Adults Board
WORKING IN PARTNERSHIP TO KEEP ADULTS SAFE



	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
2021/22	56.1%	162
2022/23	**52.1%**	**137**

Q1 – 51.9% outcomes fully achieved

Key Message:

As numbers are small, it is hard to draw firm conclusions from changes in the percentage of outcomes achieved. The % of fully achieved outcomes has reduced a little which should be monitored

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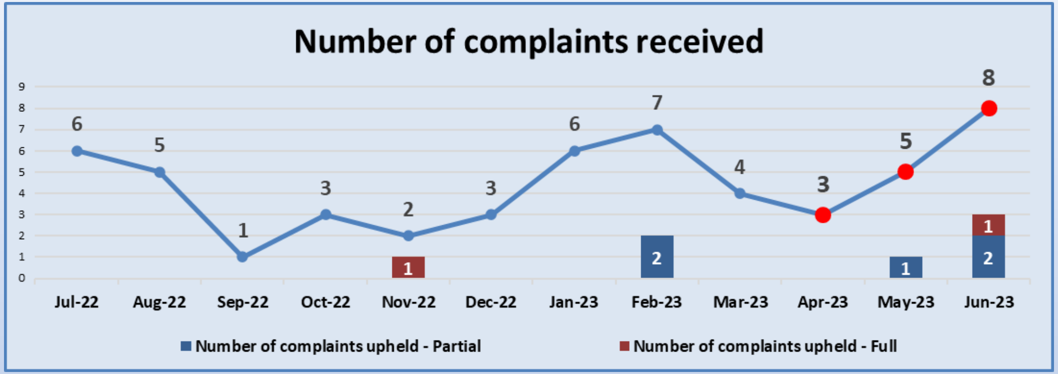
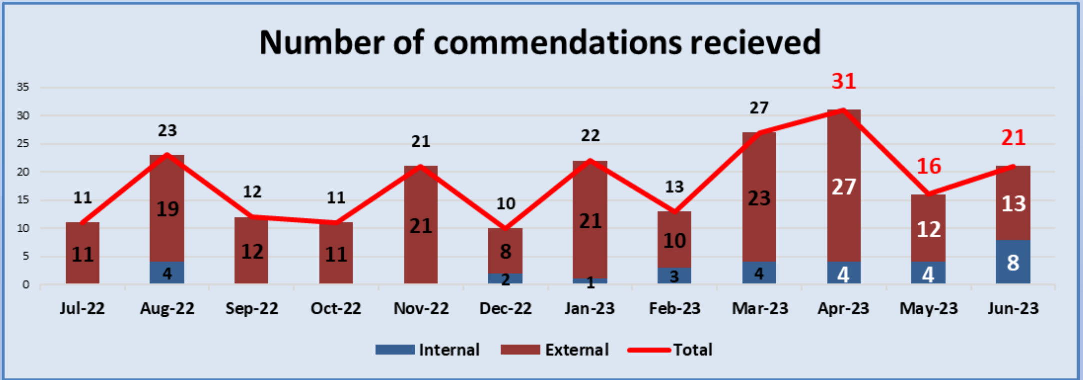
Quality – Complaints and commendations



Q1 = 16

	2018/19	2019/20	2020/21	2021/22	2022/23
Complaints – Total	85	81	44	49	**50**
Complaints - Fully Upheld	18	9	4	1	**1**
Complaints - Partially Upheld	16	22	8	1	**3**
Commendations	248	295	264	252	**196**



Q1 = 68

Key Message:

Numbers are small and complaint activity remains low although increased in this quarter. Commendations fluctuate but are also a little higher

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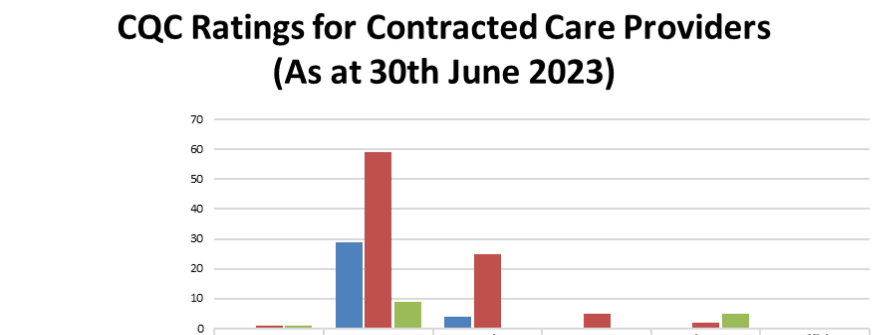
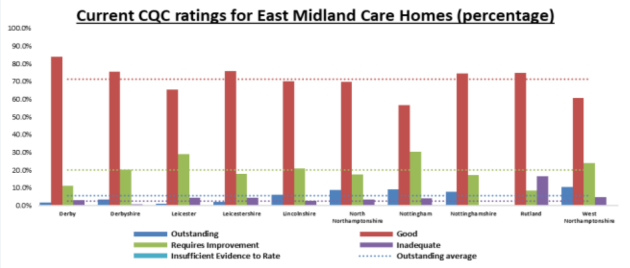
Quality – Commissioned services: CQC/QAF



	Outstanding	Good	Requires Improvement	Inadequate	CQC have not inspected yet	Insufficient evidence to rate
Domiciliary Care	0	29	4	0	0	0
Residential & Nursing Care	1	59	25	5	2	0
Supported Living	1	9	0	0	5	0



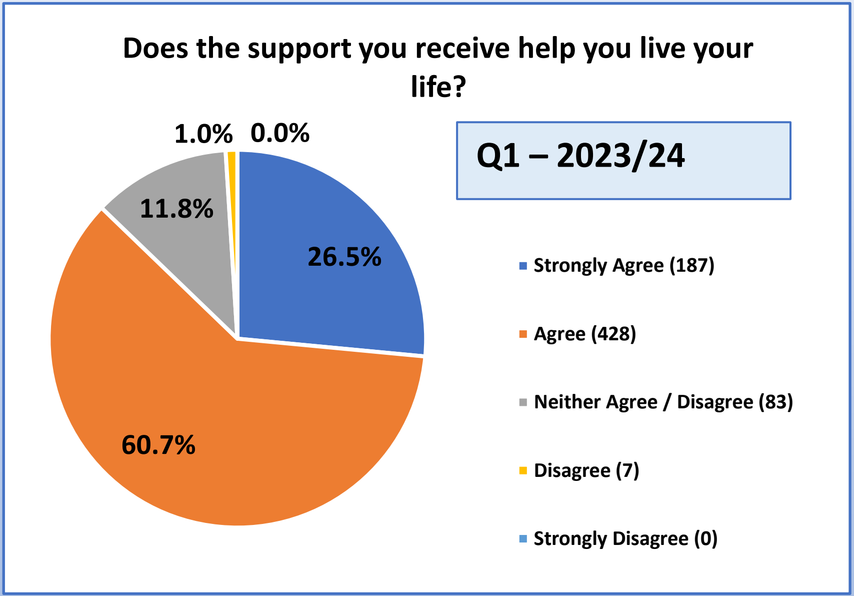
Quality Assurance Framework: Proportion of providers compliant at their most recent assessment / re-assessment

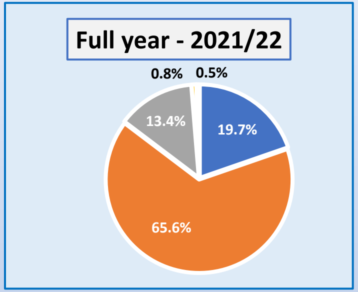
Period / date	Domiciliary Care	Residential & Nursing Care	Supported Living	VCS
2018/19	72.4%	96.2%	86.4%	94.3%
2019/20	94.1%	100%	100%	95.7%
2020/21	100%	100%	100%	95.8%
2021/22	100%	100%	100%	100%
2022/23	100%	100%	100%	100%
30/04/2023	100% (22/33 assessed – 66.7%)	100% (73/92 assessed – 79.3%)	100% (7/15 assessed – 46.7%)	100% (17/33 assessed – 51.5%)
31/05/2023	100% (21/33 assessed – 63.6%)	100% (82/92 assessed - 88.2%)	100% (9/15 assessed – 60.0%)	100% (22/32 assessed – 68.8%)
30/06/2023	**100%** (22/33 assessed – 66.7%)	**100%** (81/92 assessed - 88.0%)	**100%** (9/15 assessed – 60.0%)	**100%** (22/32 assessed – 68.8%)

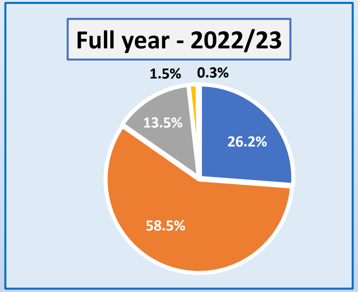
Key Message:

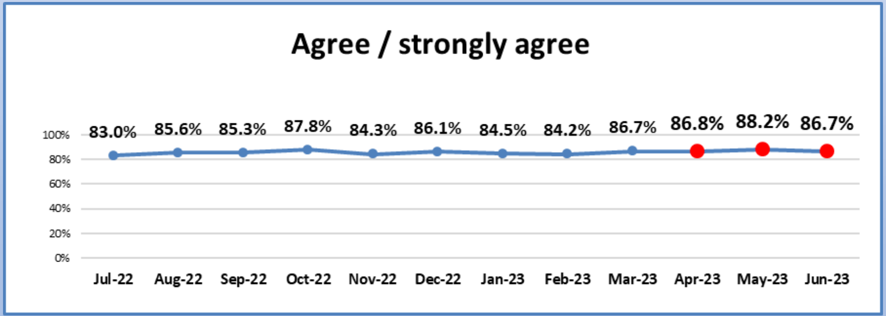
CQC ratings for Leicester have declined over time, and compare poorly to most other authorities in the East Midlands, with the exception of Nottingham and West Northants. Themes have been identified from local analysis of CQC inspection reports, and a programme of training for Care Homes is being rolled out; in addition quality benchmarking across LD and A has been undertaken; a new core contract is being drafted; quality cafes are available for providers; and a workforce strategy will be implemented. QAF performance is encouraging.

Satisfaction and outcomes – strengths based related outcomes







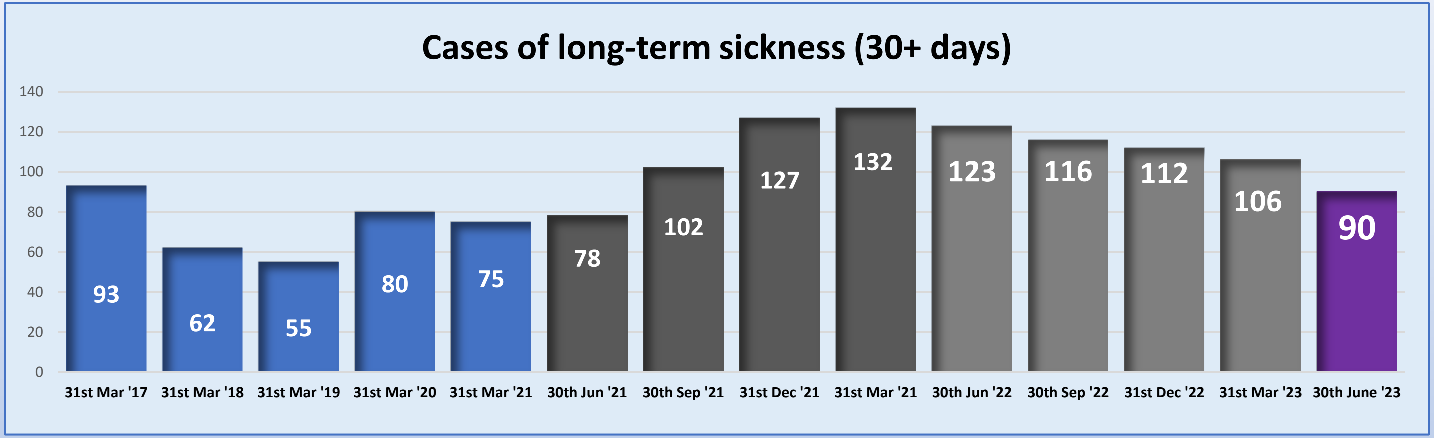


Key Message:

Overall satisfaction rates are fairly steady and positive. This will continued to be monitored and the Making it Real group will be a vehicle by which to explore experience. Overall more people were strongly agreeing that support made a difference.

Leicester City Council

Workforce – Staff sickness levels



Key Message:
Long term sickness is continuing to reduce. The key issues remain the same – stress (not work related), mental health and Musculo-skeletal. Repeated short term absence is now an area for attention

Average days lost to sickness

Division	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4	**2022/23 Q1**	**2022/23 Q2**	**2022/23 Q3**	**2022/23 Q4**
Social Care & Commissioning	7.8	7.4	6.0	5.8	6.2	8.1	11.7	11.0	**10.4**	**8.8**	**10.1**	**11.3**
Social Care & Safeguarding	11.7	12.0	12.2	11.2	11.1	12.4	13.4	15.2	**16.7**	**12.4**	**16.5**	**15.1**

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