

Adult Social Care

Annual Report 2019/20 and Adult Social Care Peer Challenge

Scrutiny Board 5

23 September 2020



Purpose and Content

Purpose:

To engage with SB5 on the annual report 2019/20 and the outcome of the adult social care peer challenge undertaken in March 2020. Seek views and comment in advance of consideration by Cabinet on 13 October 2020

Content:

- Annual Report 2019/20 - highlights
- Performance summary and progress
- Adult Social Care peer challenge 3-5 March 2020
- Areas for consideration
- What we have progressed since the peer challenge
- Improvement Priorities and next 12 month focus
- Co-production and Engagement
- Questions



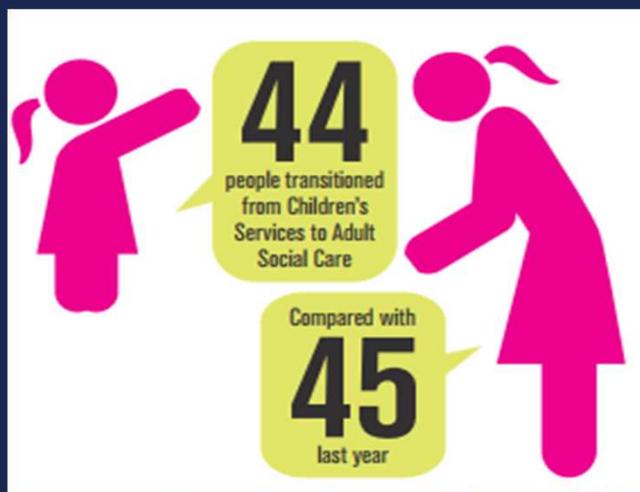
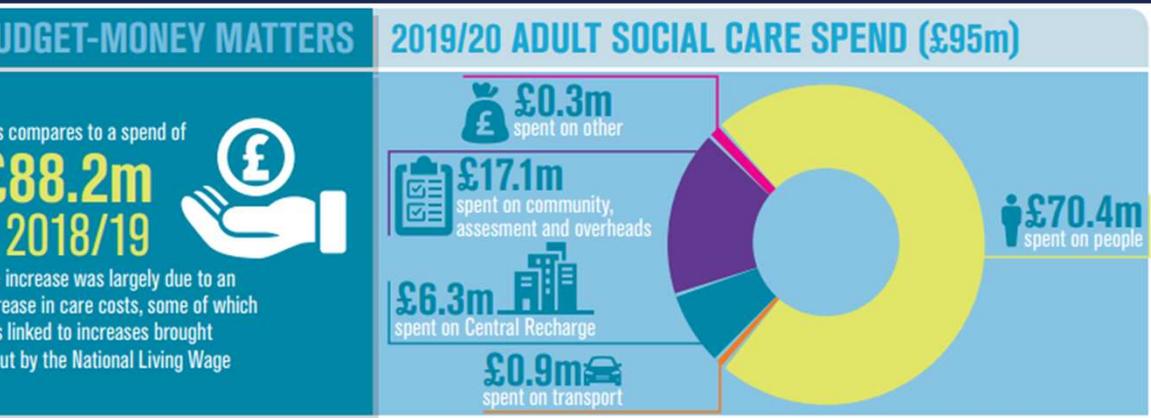
Annual Report - Highlights

The Local Account is an Annual Report

- It highlights what Adult Social Care service is doing to help improve the lives of those who require our support
- The Local Account demonstrates performance and highlights improvement opportunities
- The report focusses on case studies demonstrating experiences and outcomes
- The next slide/s highlights some of the key data and information contained in the report, reflecting on our performance over the last year



Expenditure and Activity Pages 10-11



Adult Social Care receives a large volume of requests for support on a day-to-day basis. Our aim is to maximise people's independence and support people in the least intrusive way



CARERS RECEIVING AN ASSESSMENT

Adult Social Care has an equal responsibility for anyone providing unpaid care within the city

Anyone providing necessary care to another adult is entitled to a carer's assessment



Safeguarding Page 12

SAFEGUARDING



Protecting adults to live in safety, free from abuse and neglect is a core duty of Adult Social Care. The rising rate of safeguarding concerns reported suggests people know how to report abuse and we are addressing concerns without the need for an enquiry or investigation

4,414 concerns received, a 5% increase on the previous year

563 completed safeguarding enquiries were undertaken in the year. 575 in the previous year

532 enquiries, a 19% decrease on the previous year

452 people were asked about their outcomes, a 10% decrease on the 516 asked last year

The conversion rate from concerns to enquiries was **12%**. Last year it was 15.5%

95% reported fully achieved/ partially achieved outcomes. Last year it was 90%

HOW DO WE COMPARE?

Coventry has a higher rate of concerns per 100,000 population in 2019/20 (1534) compared to 2018/19 for England (943) and West Midlands (958) but thorough initial enquiries address these sooner without the need for a full enquiry. 2019/20 comparator data is due to be published in November 2020 on the NHS Digital Adult Social Care Analytical Hub

DEPRIVATION OF LIBERTY SAFEGUARDS (DoLS)

The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. The safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom

There has been a 3% (65) reduction in the number of applications from **2,315** in 2018/19 to **2,250** in 2019/20

In 2019/20 there were **1,996** completed applications which is a 2.5% decrease on 2018/19's **2,045**

There was a decrease in applications granted after **6 MONTHS** of being received from **36 (3%)** in 2018/19 to **22 (2%)** in 2019/20

254 (11%) are in due process compared to **270 (12%)** in 2018/19

Liberty Protection Safeguards will replace DoLS in April 2022

HOW DO WE COMPARE?

Comparator information will be published at the end of 2020, however, we know last year, we saw a higher proportion of applications compared to other regions that Coventry shares similarities with. Similarly, we completed a higher proportion of assessments than our comparators. Nationally, local authorities completed on average DoLS applications per 100,000 of population and in Coventry this figure was 873 applications per 100,000



Impact Stories Pages 14-21

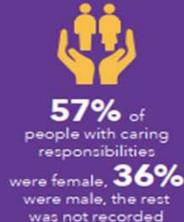
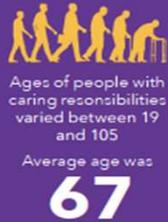


Impact Data Pages 38-39

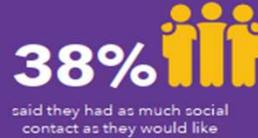
Understanding the views and experiences of Adult Social Care CARERS 2018/19

About the survey

A random selection of people with caring responsibilities who received an assessment or review within the 12 months prior to 31 August 2018



Enhancing the quality of life for people with caring responsibilities



Ensuring that people with caring responsibilities have a positive experience of care services and support



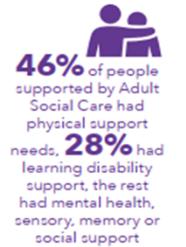
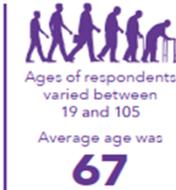
Ensuring people with caring responsibilities are included and consulted in discussions about the person they care for



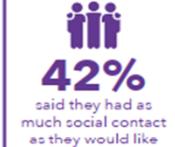
Understanding the views and experiences of Adult Social Care PEOPLE WITH CARE AND SUPPORT NEEDS 2019/20

About the survey

A random selection of service users were contacted who received long term support as at 1 October 2019



Enhancing the quality of life for people with care and support needs



Ensuring that people have a positive experience of care services and support



Ensuring that people who are vulnerable feel safe and protected from harm



Current Performance

3 statutory returns were submitted in 2019/20 with national data being released from December 2020. Our initial summary based on latest available benchmarking is:-

We continue to have a lower rate of people in long term support per population than that of our comparators. Contributing to this is a lower number of new requests for support and a higher proportion of these receiving short term support than comparators. There has been an increase in admissions into nursing/residential care and people going straight into long term support for the 18-64 age group.

Our activity indicators are maintaining the same performance as last year, with a positive reduction in new admissions into nursing/residential care for those aged 65+

Quality indicators are broadly comparable. There is a declining yearly trend in people feeling they have as much social contact as they like and people who use services feeling safe.



Evidence of progress since 2018/19 annual report

Make a strengths-based approach our standard practice

Strength-based Practice Framework in place and embedding – supported through ongoing training and practice development e.g. Motivational Interviewing

Ensure our 'Promoting Independence' pathway is our first offer

New front door model in place, greater input from Therapy rather than Social Work
Promoting Independence model now introduced in Mental Health Service

Improve service productivity and effectiveness, including the option for 'self-service'

Introduction of Financial Assessment digital tool has removed the requirement for home visit assessment and offers easier access

Ensure our delivery models are as effective as possible

Requirements of COVID-19 have led to the ceasing and alternative provision of some of our services
New operating models have been supported to enable infection control and prevention
Additional support has been offered via Carers Trust to ensure carers can continue to provide essential care and support



Peer challenge – what is it?

- A sector led improvement approach taken within Adult Social Care
- Periodic peer reviews are undertaken by a review team led by a Director of Adult Social Care (West Midlands)
- The Peer Challenge will focus on specific Key Lines of Enquiries agreed with the host authority
- The peer challenge provides the opportunity to:
 - Gain learning from elsewhere within the sector – utilising the different experiences and perspectives that the peer challenge team bring
 - Highlight what we are doing well and are proud of
 - Gain a greater understanding of where improvements can be made

Coventry chose the following 2 Key Lines of Enquiry for the Peer Challenge which took place 3rd – 5th march 2020

A number of changes have been made to how we support people at home in recent years. We want the peer challenge team to consider what else could be done in order to reduce our levels of residential admissions and support people in their own communities?

The work to develop our promoting independence approach is ongoing and this will always be the case. Can the peer challenge team advise how we might improve further in this area and tell us what opportunities for improvement exist through working closer with internal and external stakeholders?



Peer Challenge

Areas for consideration

Develop our commissioning approach – in conjunction with the voluntary and community market
create diverse provision, utilising assets

Involvement, co-design, co-production – commission from this position

Have a holistic approach to transformation – think One Coventry

Connect to the council wide One Coventry ambition e.g. re-invigorate the delivery of integrated
with Health

Review our accommodation and support offer

Have a Digital Strategy aligned to corporate approach

Address patient/service user flow through the system to reduce residential care and increase
personalised care



Our Transformation Story so far (Strengths Based Working)

key elements of transformation:

People – demonstrated through creation of new roles at Front Door, Community Broker, closer work with health partners, e.g. Place Programme Board, data sharing

Process – demonstrated through the transfer of Brokerage into our Commissioning

Structures – demonstrated through the partnership working commenced during the pandemic – data sharing and forums joining up partners more closely

Culture – adoption and embedding of strengths-based practice, agile and remote working

Technology – adapting to increased digital use e.g. ASC early organisational adopter of MS Teams (drives the transformation but requires the 4 elements above to adapt to make change happen)



Covid-19 has stimulated quick progress

Digital

- Remote working in Social Work in Older People, Disability and Mental Health Services (with the exception of AMHP work – due to nature of work)
 - Increased to approx 70 % virtual work /30 % face to face
 - pre covid was approx 10% virtual work / 90% face to face
- All staff embraced and broadened use of Microsoft Teams
- Financial Assessments (FA) transitioned to on-line service delivery – Between Apr-July over 500 FA referrals completed via remote assessment processes
- Utilisation of video conferencing for assessments introduced and increasing usage
- Use of shared health and LA data in our response to Operation Shield

Patient flow

- 7 Day Hospital Discharge Service introduced in partnership with Health

Commissioning approach - community

- Established new partnerships with potential for long term impact - CV Life (Operation Shield) In Coventry nearly 14k people were identified as needing to shield and CV Life volunteers made over 24k calls to those identified, nearly 3k food parcels delivered and 2k people supported with social contact
- Some service closure and reduction (Care Act Easements) and recommencement where appropriate required differences in how people are supported
- Enhanced Carers Support offer



We have been doing other things too....

Recruitment campaign to increase Personal Assistants within the city

Projects related to development of alternative accommodation commenced

Mapping of provider ICT resources to understand needs for adoption of increased digital innovation

Preparation for introduction of Liberty Protection Safeguards

Protecting the most vulnerable residents through our Internally Provided Services – contained COVID 19 Infection

Shared Lives Scheme achieving Outstanding – CQC Inspection

Development of the Integrated Care Record with Health partners

Remote monitoring pilot with two care homes, sponsored by local GP

Support to the care market including; provision of training, guidance and support to providers on PPE, Infection Control

Recruitment offer for providers utilising our in-house Recruitment Service to ensure care workforce maintained



Proposed Priority Improvement Themes

Our Promoting Independence Model

- Continuing our focus on promoting independence and combine our resources with partners, including Public Health, in the city to support people to prevent deterioration
- Looking first at what people can do with their skills, resources, relationships and their communities
- Support unpaid carers to continue to enable the people they care for to be as independent as possible

Accommodation offering care and support

When alternative accommodation to remaining at home is required we need to ensure this offers the best opportunity for reablement and promoting independence.

- We will encourage and support the development of facilities within the city offering provision for people to live as independently as possible, with support if needed

Locally Based Support

- We will continue to work with the local care providers and to enable future stability and resilience by setting standards and managing costs robustly.
- We will also utilise opportunities to work with local communities and organisations to improve access to support.
- This will strengthen our model of supporting people at home whilst including a focus on accessing support and resources available in the local area.

Digital Technology and Innovation

- In order to maintain and develop modern, person centred services, we will use technology enabled care opportunities and ensure our workforce are equipped with technology to work agilely and support people effectively.
- We will focus on self-service wherever possible, giving people the opportunity to access adult social care on their terms, at a time and place of their choosing.

The next 12 months

Activity focused on two key and interlinked areas:

1. Managing the ongoing impact of Covid-19

- Care home and care market support and sustainability including infection prevention and control
- Hospital discharge
- CHC recovery
- Winter preparedness and resurgence readiness
- Financial planning and resources

2. Service development:

- Use of technology
- Delivering enhanced support to carers
- Community and voluntary support
- Accommodation offer
- Continue the restoration and remodelling of face to face services including day opportunities



Engagement and Co-production

Cognising that the need for greater co-production has been an ongoing feedback theme and that even meaningful attempts are made to engage and co-produce these often produce limited input, we will continue to seek additional opportunities to engage with partners, service users and staff.

Our current model:

Our **ASC Stakeholder Group** (representatives of this group were part of the Peer Challenge Team) meets regularly and is an open group welcoming new members

The Stakeholder Group has its own newly created dedicated **Let's Talk Platform** to enable wider involvement

Contacting those who have responded to our **real-time feedback survey** saying they would like to be more involved

Working with **community partners** e.g. CV Life, to shape the future operating model

Arguably the most important is that we **Co-produce at an individual level** – when working to increase independence and planning care and support



Engagement and Co-production

What else are we planning to do?

Create a **Let's Talk Adult Social Care Future Plans** platform to increase opportunities for input

Produce more **accessible communication materials** for engagement i.e. posters, video, feedback survey

Share proposals and **engage with wider forums**; Healthwatch, Health Partners, internal partners, e.g. Public Health, Extended Leadership Team

Share proposals and seek feedback from **Carers** via the Carer's Bulletin and groups

Increase engagement with providers – make this quick and easy i.e. using a video, short survey



Thank you – any comments and questions?

