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# Adult Social Care

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## Deep Dive

# Report will focus on...

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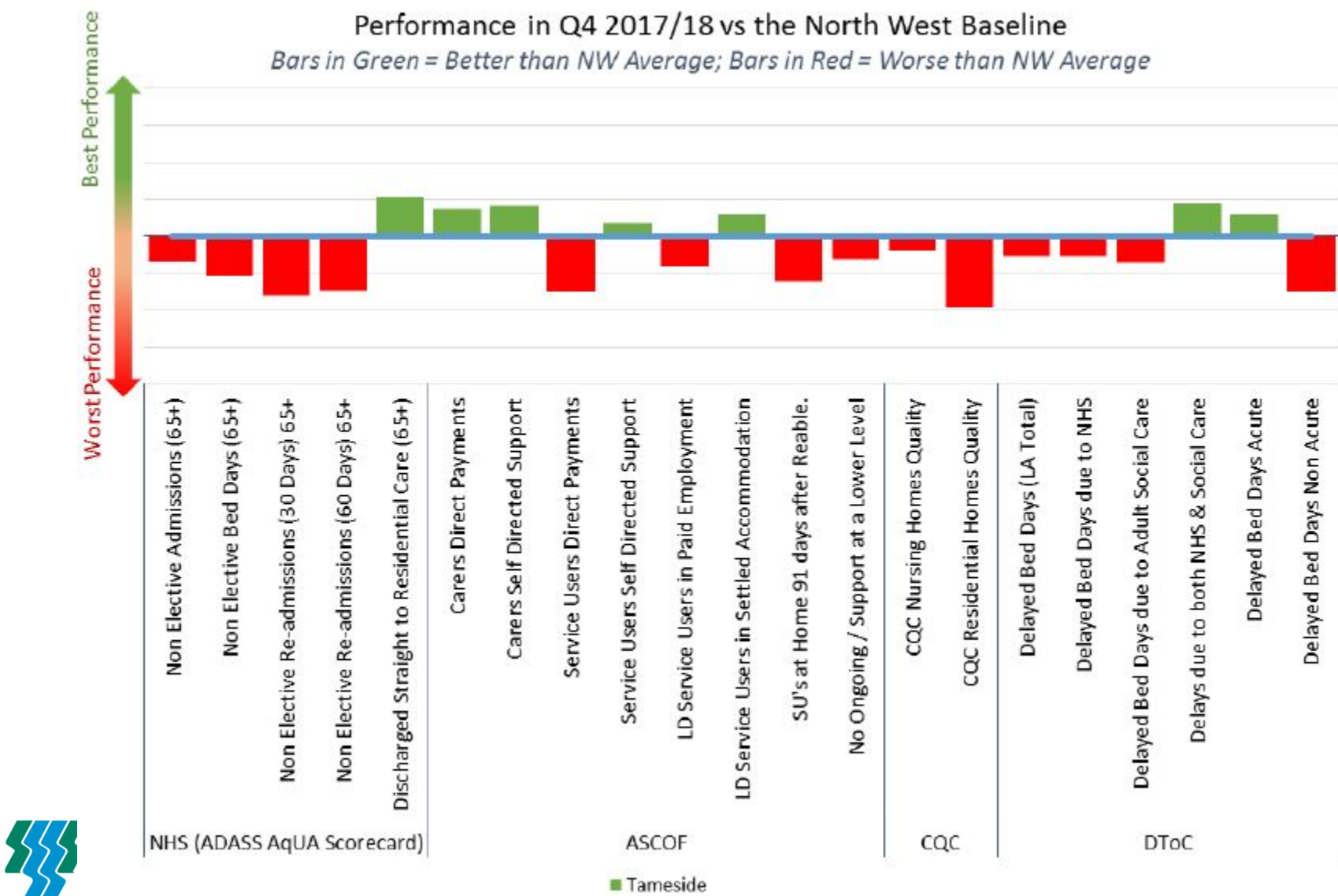
- Overall performance in adult social care services in Tameside including customer satisfaction and experience with services
- Initiatives and interventions to enable people to remain in their homes and reduce admissions to residential care:
  - Community Response Service
  - Re-ablement Service
- Quality of care homes in Tameside and Glossop

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# Overall performance

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# Whole System Data



# Overall Performance in Adult Social Care

Indicator	Q4 2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	Q4 2016/ 17	Q1 2017/ 18	Q2 2017/ 18	Q3 2017/ 18	Q4 2017/ 18	Trend Line
<b>ASCOF</b>										
Carers Direct Payments	74.6	77.9	73.4	75.9	95.6	86.1	94.5	96.6	97.3	
Carers Self Directed Support	91.1	99.6	99.8	100.0	100.0	100.0	100.0	100.0	100.0	
Service Users Direct Payments	15.4	14.6	14.7	16.1	12.5	12.8	13.7	13.5	13.2	
Service Users Self Directed Support	97.8	97.6	94.6	96.6	96.1	96.7	96.2	97.1	93.0	
Learning Disability Service Users in Paid Employment	2.0	2.0	1.9	1.9	5.0	4.7	4.5	4.4	4.2	
Learning Disability Service Users in Settled Accommodation	93.8	94.7	93.8	93.9	93.3	93.6	93.7	94.7	94.3	
% 65+ Service Users still at home 91 days after Reablement	86.4	0.0	0.0	0.0	81.8	0.0	81.8	81.8	77.4	
<b>CQC</b>										
% of Beds in Residential Homes rated 'Outstanding' or 'Good'	74.3	51.0	51.0	35.7	34.3	37.1	34.1	36.2	48.2	
% of Beds in Nursing Homes rated 'Outstanding' or 'Good'	36.7	37.2	37.2	42.7	66.1	63.7	49.5	37.8	53.0	

# Overall Performance in Adult Social Care

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- Increase in the number of new admissions to residential social care
  - 256 admissions in 2017/18 for 65+ compared to 241 in 2016/17
  - 22 admissions in 2017/18 for 18-64 year olds compared to 17 in 2016/17
- Improvement in all 7 indicators that measure client satisfaction with adult social care services
- Increase in the proportion of people completing Reablement who leave with either no package or a reduced package of care (86.14% in 2016/17 compared to 89.4% in 2017/18)
- Decrease in the % of 65+ clients who remain at home 91 days after discharge from hospital following a period of Reablement (81.8% - 2016/17 reduced to 77.4% in 2017/18) – based on 3 month period (October to December discharges)

# Customer Experience

Indicator	2016/17	2017/18	% point change
Social care-related quality of life (1A)	18.6	19.1	+0.5
Proportion of people who use services who have control over their daily life (1B)	71.43%	80%	+8.6
Proportion of people who use services who reported that they had as much social contact as they would like (1I1)	45.06%	48%	+2.9
Overall satisfaction of people who use service with their care and support (3A)	60.38%	64%	+3.6
Proportion of people who use services who find it easy to find information about services (3D1)	73.38%	75%	+1.6
Proportion of people who use services who feel safe (4A)	70.46%	75%	+4.5
Proportion of people who use services who say that those services have made them feel safe and secure (4B)	82.33%	83%	+0.7

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# Helped to Live at Home

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# Helped to Live at Home

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- One of the main priorities of Tameside's Adult Social Care Services is to enable people to remain independent and in their own homes. There are a wide range of services available to residents to enable them to achieve this goal, these include:
  - **Community Response Service**
  - Support at Home (Home Care provision)
  - Day Care Services
  - Extra Care Housing
  - **Reablement**

# Community Response Service

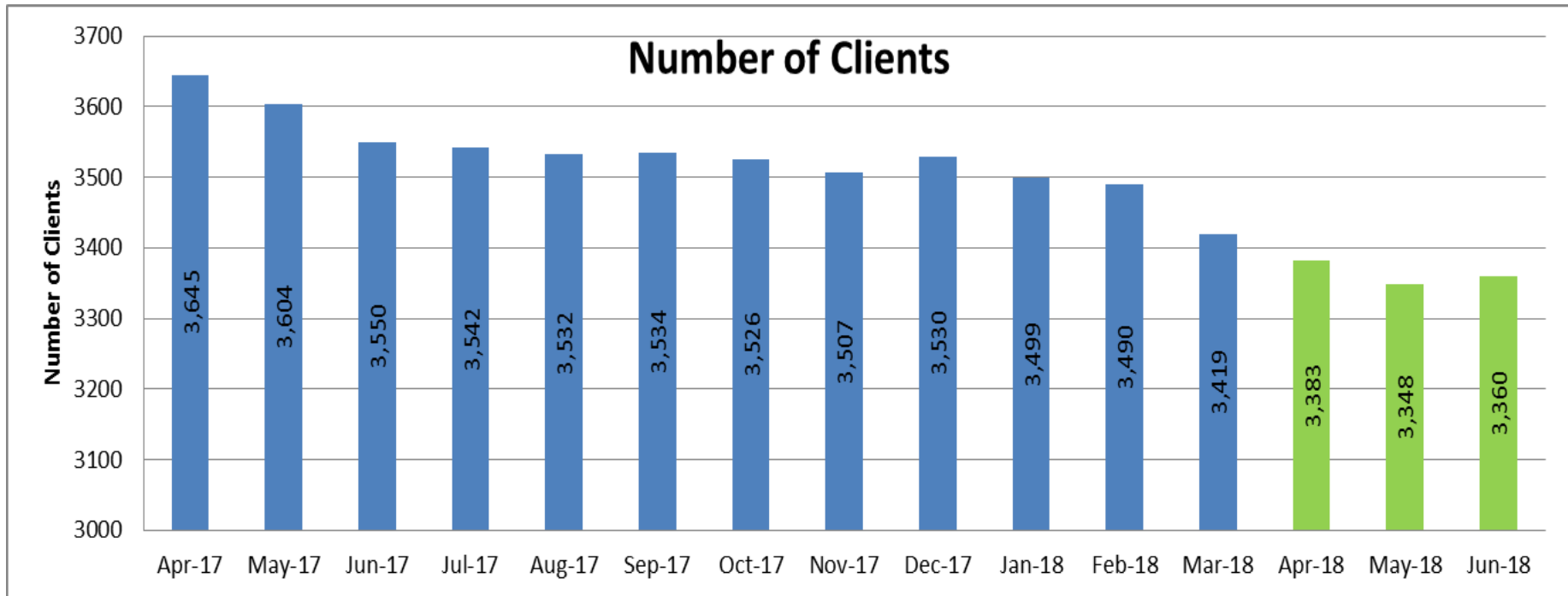
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The Community Response Service supports people to live safely and independently in their own home. The service provides different types of alarms depending on customer needs and health; some are activated by the customer, others are triggered by sensors installed in the home.

When the customer presses the alarm, or a telecare device is activated, a member of staff will respond to offer reassurance. Where appropriate, Community Response Staff will send out a warden to assist them e.g. if they have fallen, feel unwell or have wandered from their home.

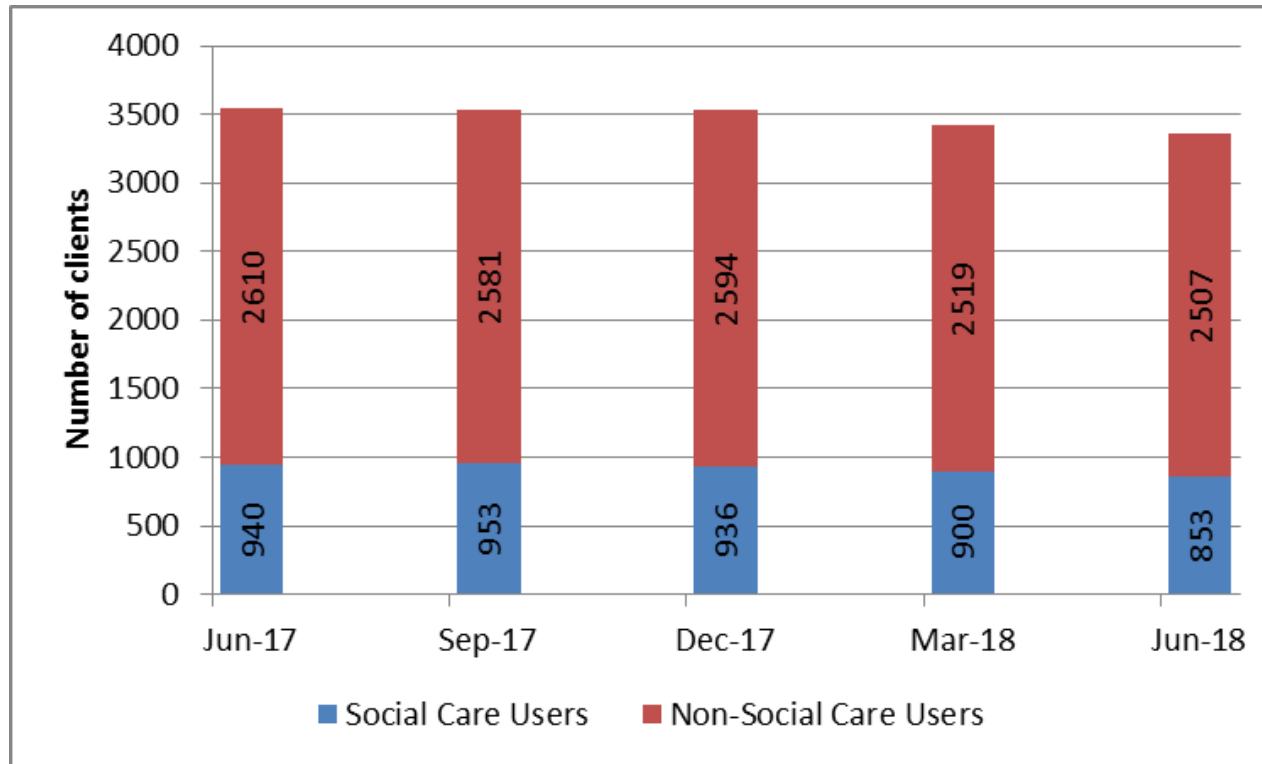
We also have the ability to contact a team of medical professionals at the hospital for advice or reassurance, via a video link, if this is needed.

# Community Response Service



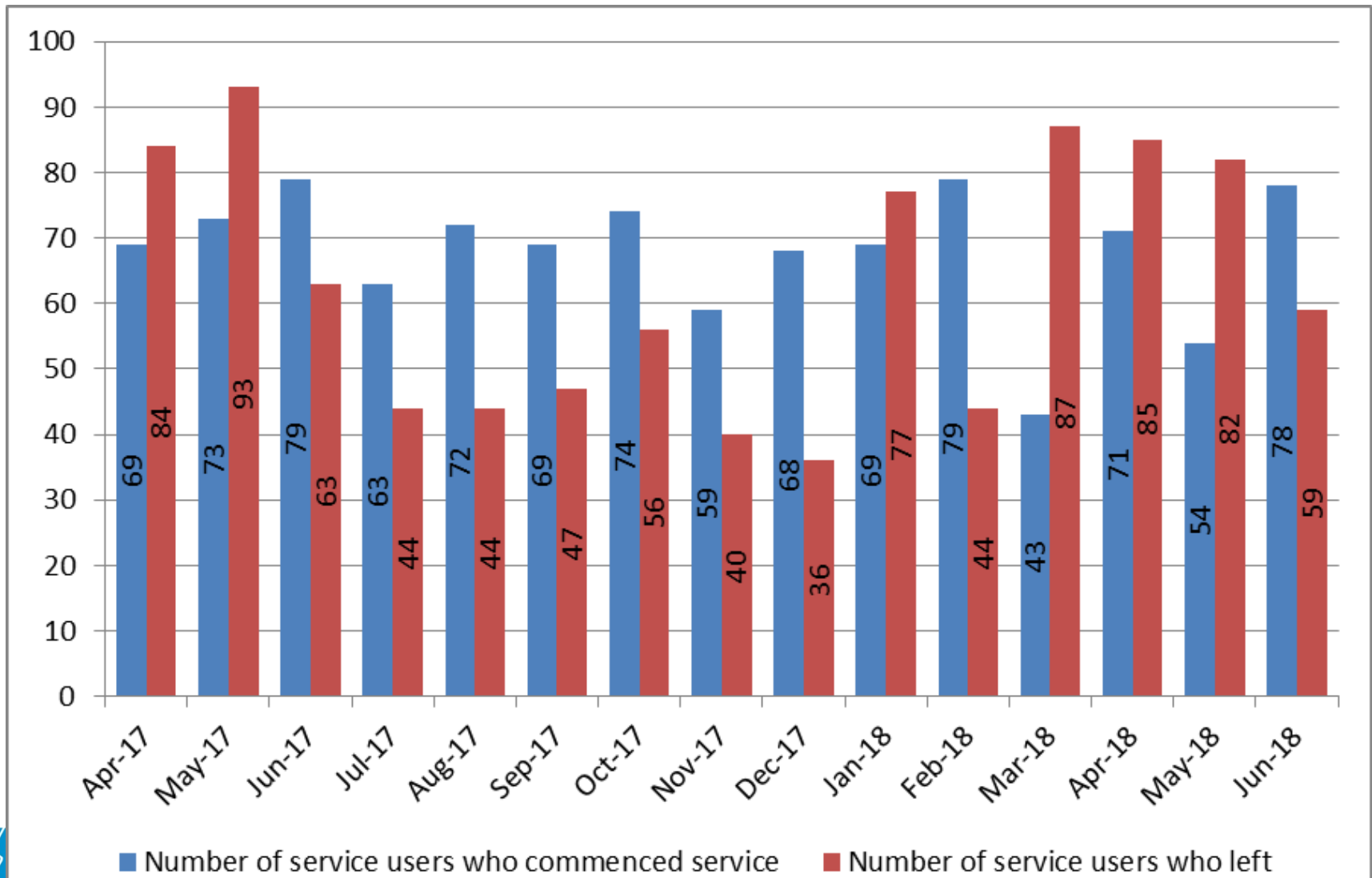
- Between April 17 and June 18 – reduction of 7.8% (285 clients)
- In June 2017 – 26.5% of CRS users also had involvement from Adult Social Services (940 people)
- In June 2018 – this reduced slightly to 25.3% (853 people)

# Community Response Service



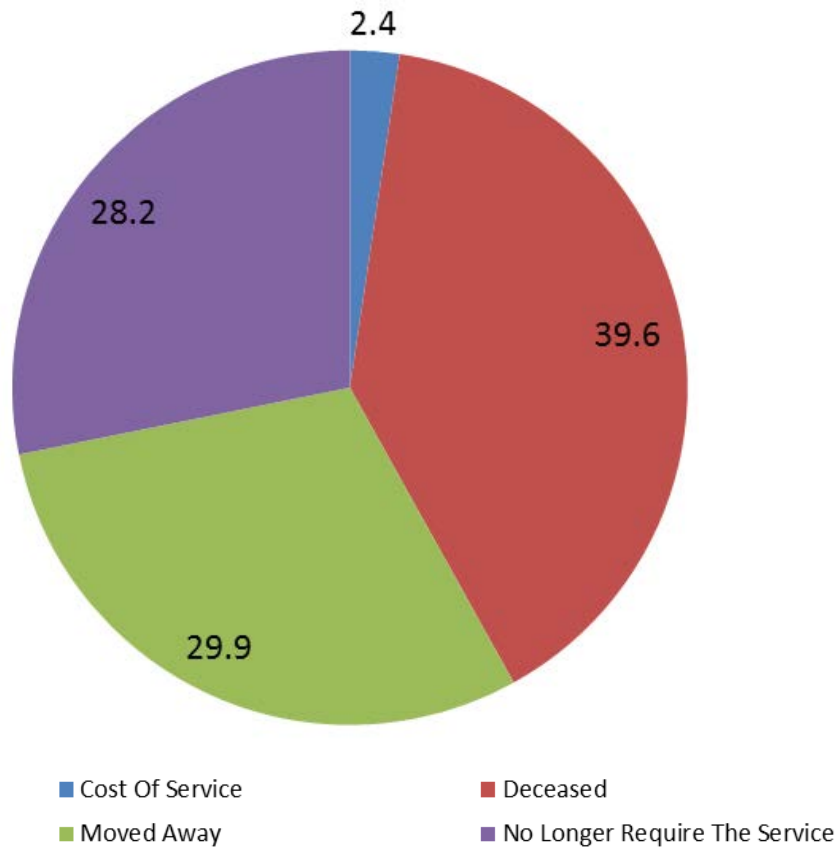
- Approximately a quarter of Community Response Clients are also registered as a social care user.

# Numbers starting and leaving CRS

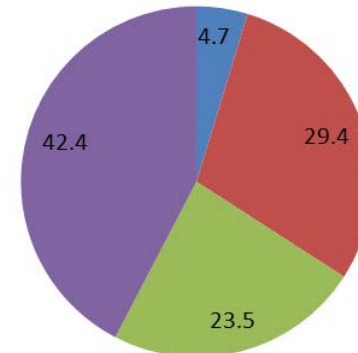


# Reason for leaving CRS

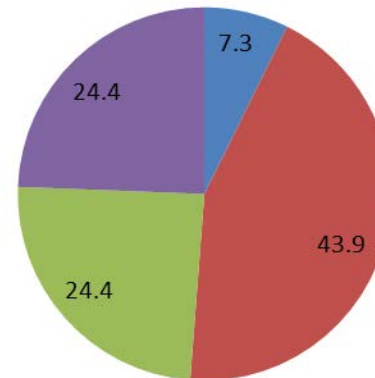
April 2017 to June 2018



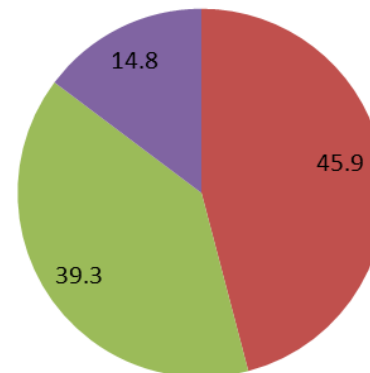
April 2018



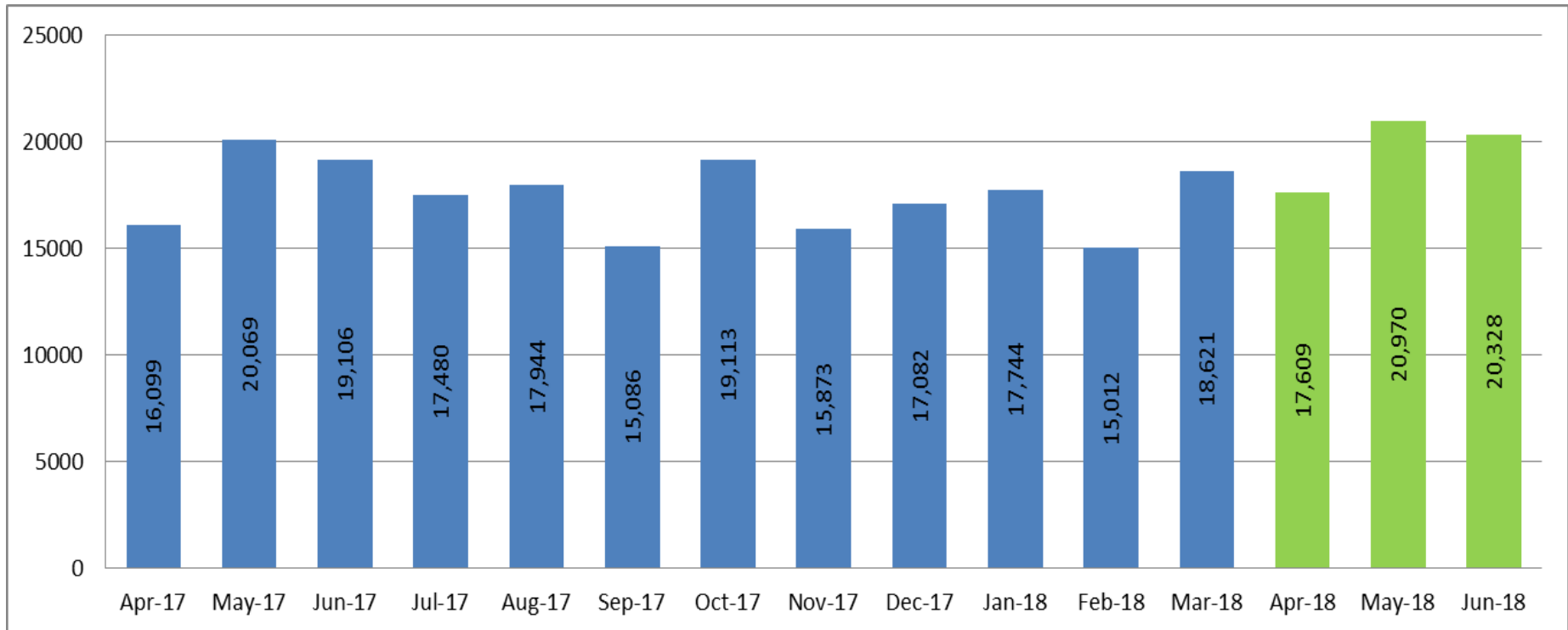
May 2018



June 2018



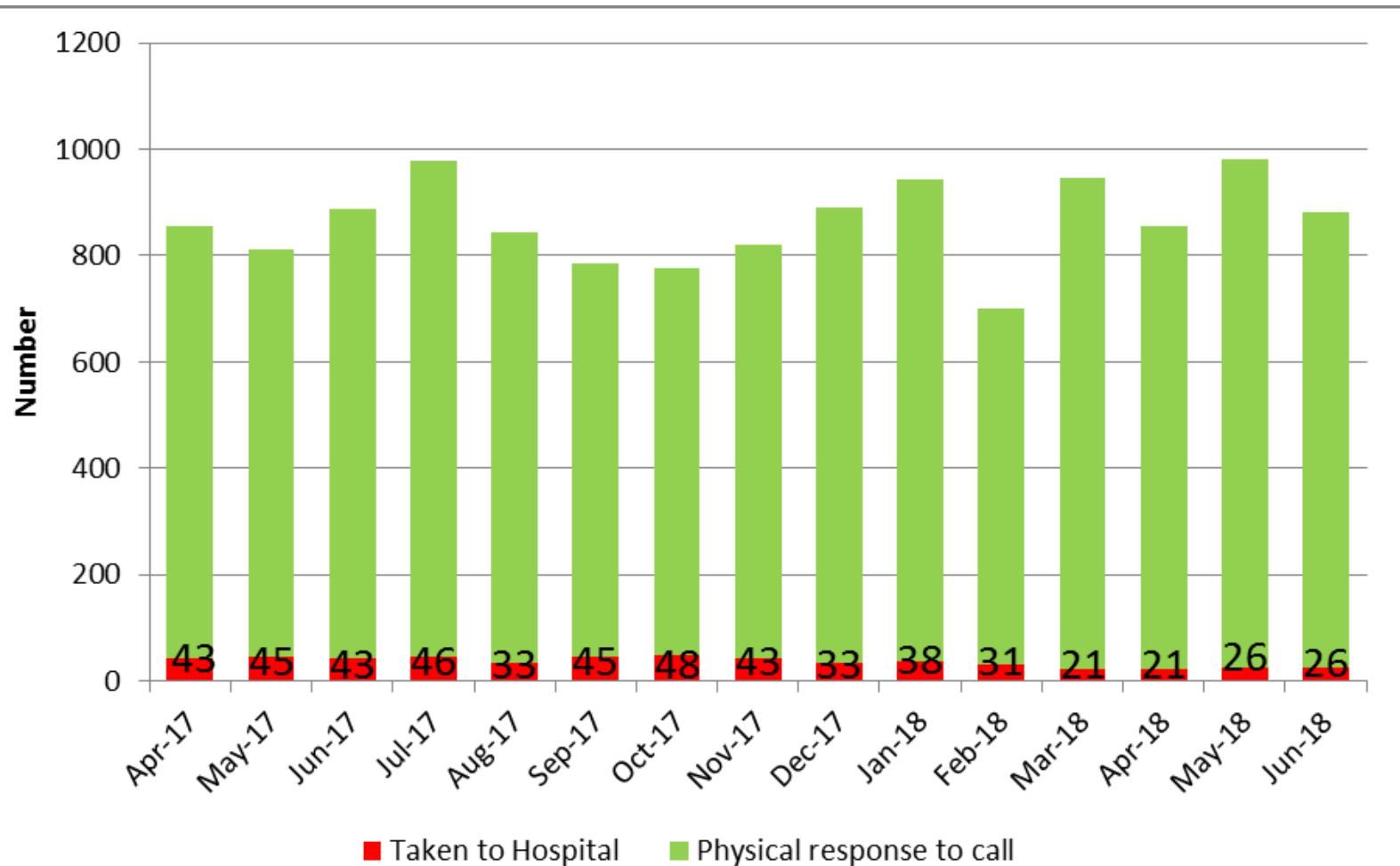
# Number of Calls to PNC



- April 17 to June 18 – 268,136 calls to PNC
- Between April 2018 and May 2018 – increase of 3,361 calls
- Reasons for large increase: De-installation of equipment and re-connection, 3 high end service users who are persistent callers

# Response to Calls

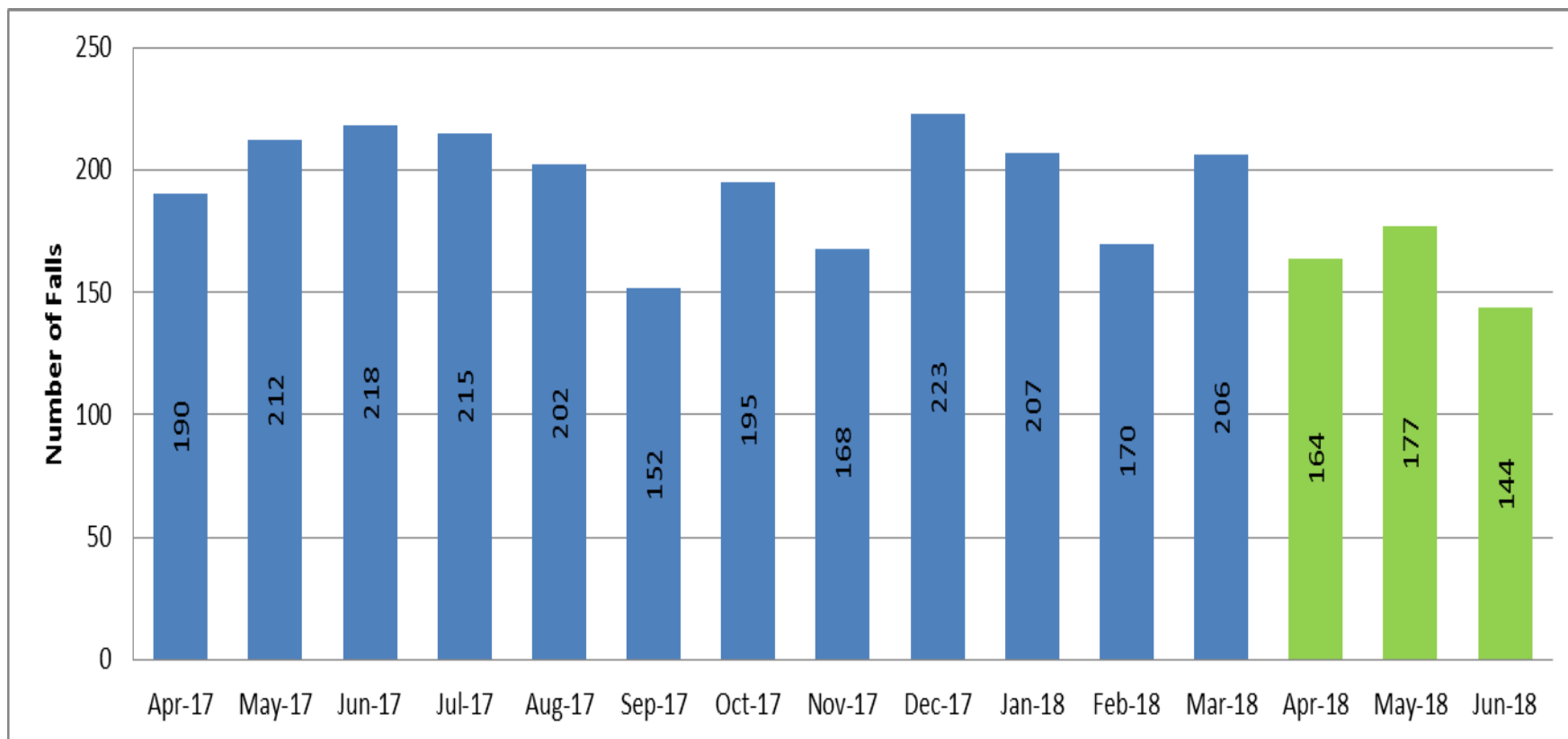
- % of calls that actually require a physical response ranged from 4.1% in October 2017 to 5.6% in July 2017. This equates to 775 visits and 979 visits respectively.





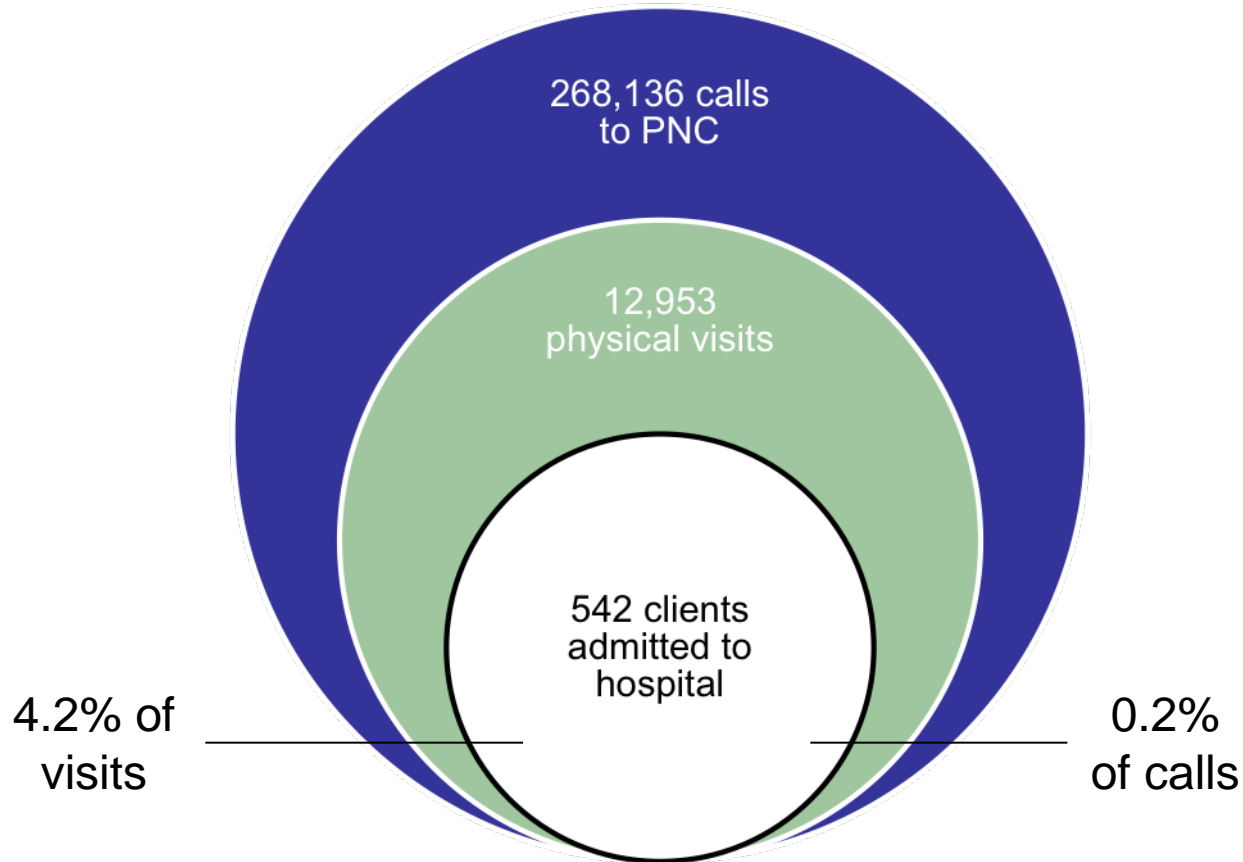
# Falls

- 22% of visits were made to clients who had fallen. Of the 2,483 visits for falls, less than 10% required an ambulance (277 clients).



# Summary of CRS

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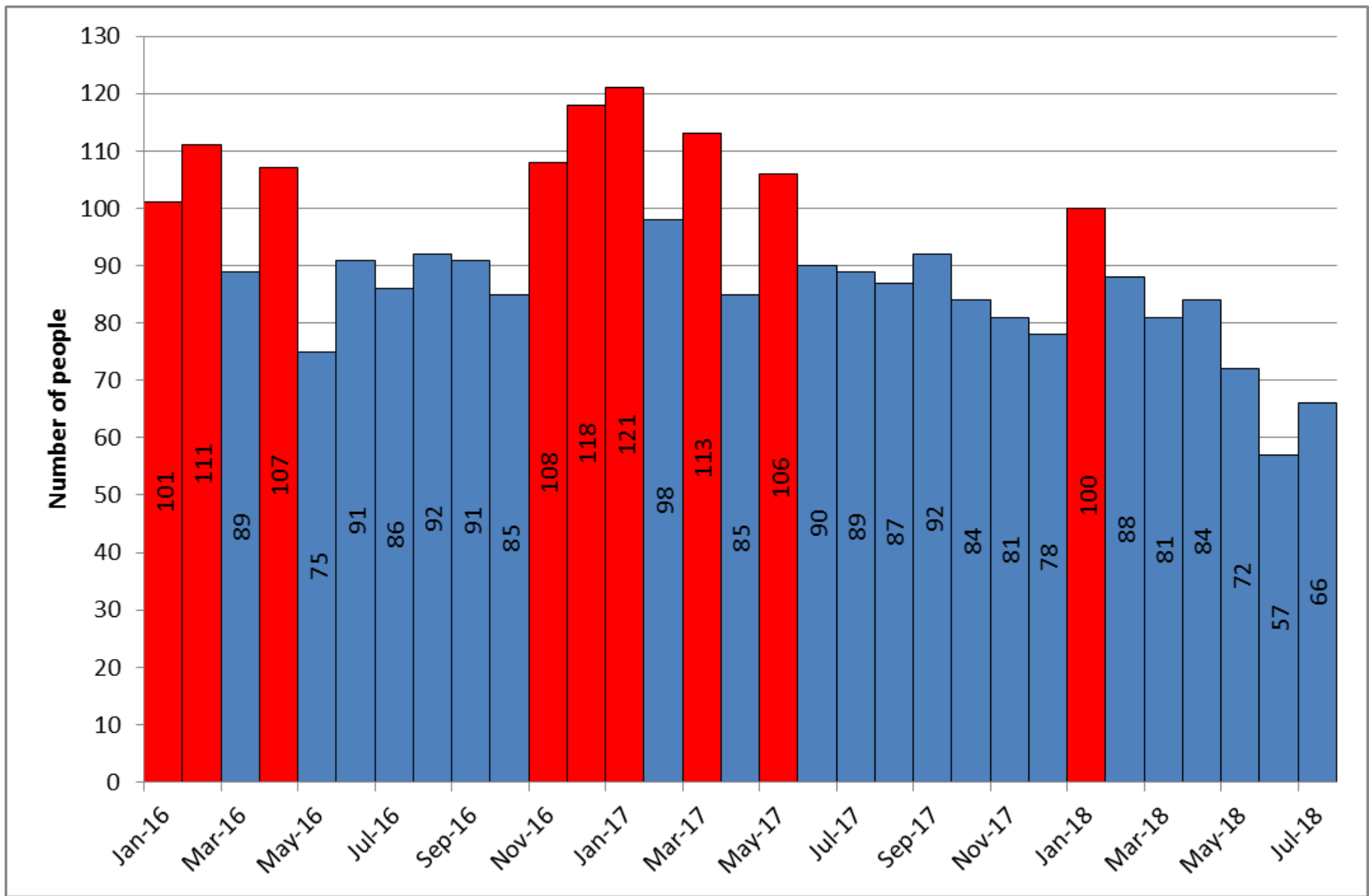


# Reablement

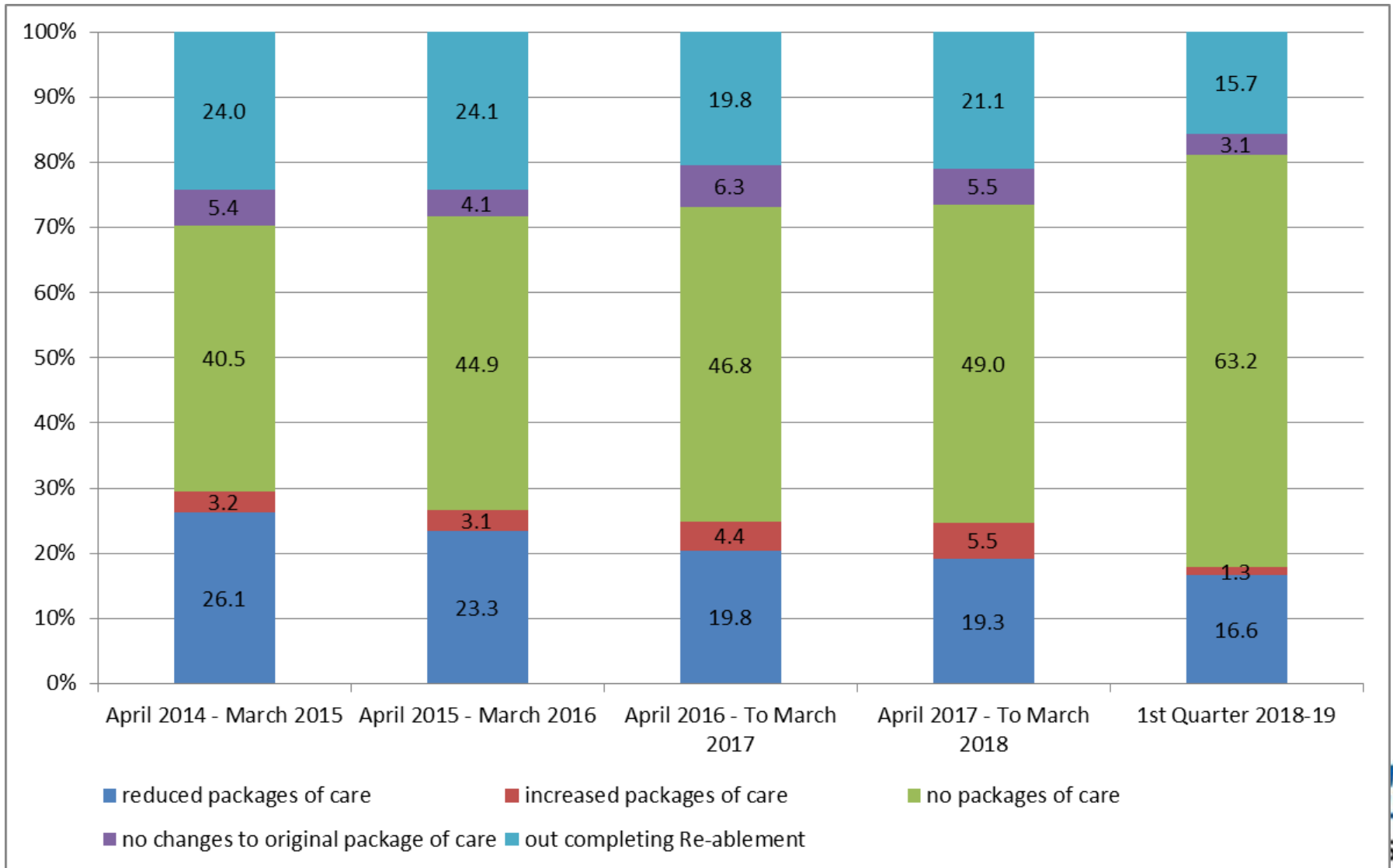
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- The overall purpose of the Reablement service is to support people to maximise their level of independence, improve their health and well-being and enhance their quality of life whilst continuing to live within their own homes. The service actively encourages individuals to fully participate in the planning delivery, monitoring and reviewing of their service.
- Individuals are empowered to make choices and to take reasonable risks in all aspects of their daily living routine. Service Users are actively encouraged to rebuild and improve existing skills as well as learning and developing new skills where needed.

# Number of people starting Reablement



# % of people leaving Reablement with.....



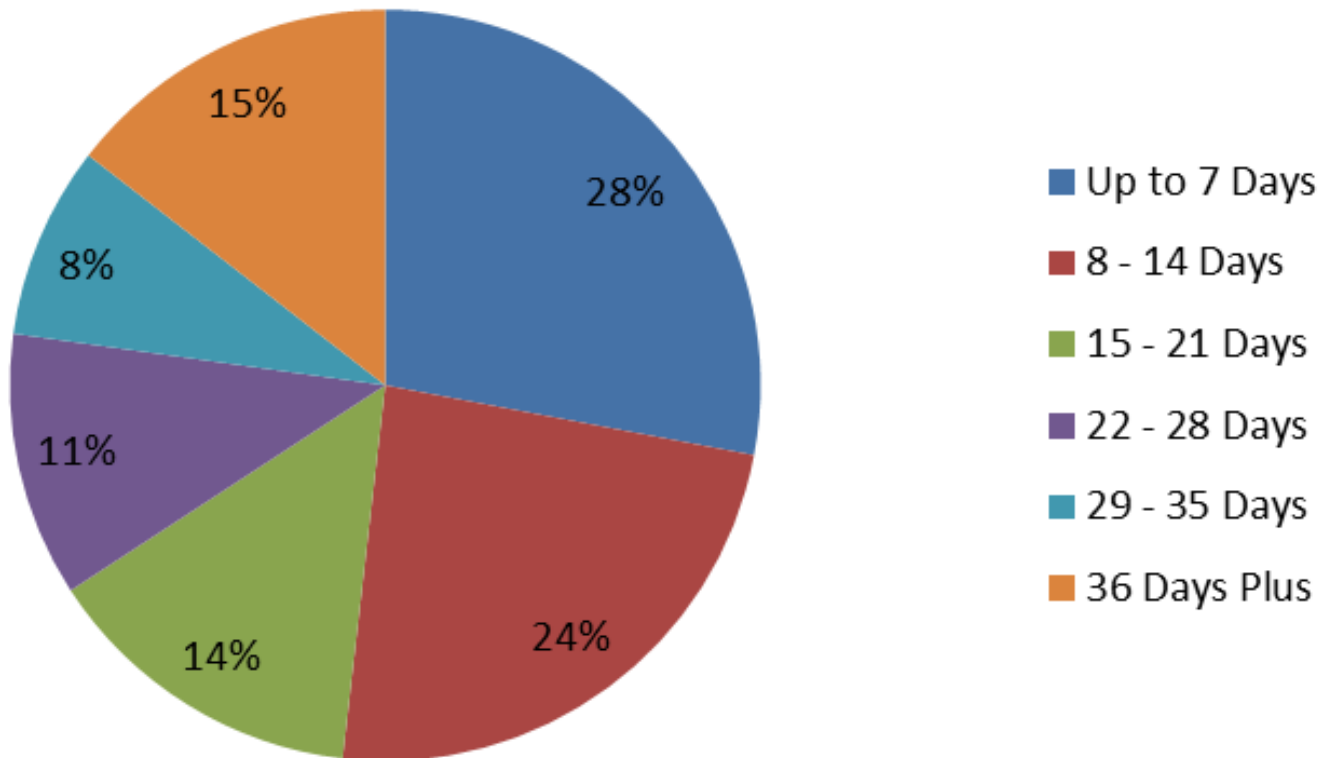
# % of people leaving Reablement with.....

	2014-15	2015-16	2016-17	2017-18	QTR1 2018-19
Total number of service users leaving Reablement (excluding those who did not complete, cancelled before start)	1067	979	916	841	188
Total number of service users leaving Reablement with no package or a reduced package of care	945	855	789	726	178
% number of service users leaving Reablement with no package or reduced package of care	88.57%	90.4%	86.14%	86.32%	94.68%

# Reasons for not completing Reablement

Reason for non completion	2014-15	2015-16	2016-17	2017-18	QTR1 2018-19
Died	23	30	15	5	0
Hospital	248	230	177	193	27
Moved out of area	0	1	0	0	0
Residential Care	0	1	0	2	0
Respite	47	40	24	7	1
Other	21	17	17	17	4
Inappropriate initial assessment	1	0	2	0	0
Total did not complete	340	309	235	224	32

# Of those who left Reablement to go to hospital





# Left with a package of care

	2014-15	2015-16	2016-17	2017-18	QTR1 2018-19
Number of people discharged from Reablement with a package of care during the month	482	385	335	317	47
Combined number of assessed hours	5037.00	4053.00	3361.50	3061.00	465.05
Combined number of ongoing maintenance hours	3278.16	2549.38	2319.19	2224.11	286.11
<b>% hours saved from Reablement per week</b>	<b>35%</b>	<b>37%</b>	<b>31%</b>	<b>27%</b>	<b>38%</b>
Number of service users still in receipt of services at 30 days	404	295	241	119	17
Number of service users still in receipt of services at 60 days	371	239	196	84	13
Number of service users still in receipt of services at 90 days	336	202	107	79	0

# Summary of Reablement

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- Peaks in clients starting Reablement services during the winter months.
- Improvements in the % of people leaving Reablement with a reduced or no package of care.
- Main reason for clients not completing Reablement is admission to hospital with over half of these clients being admitted within the first two weeks.

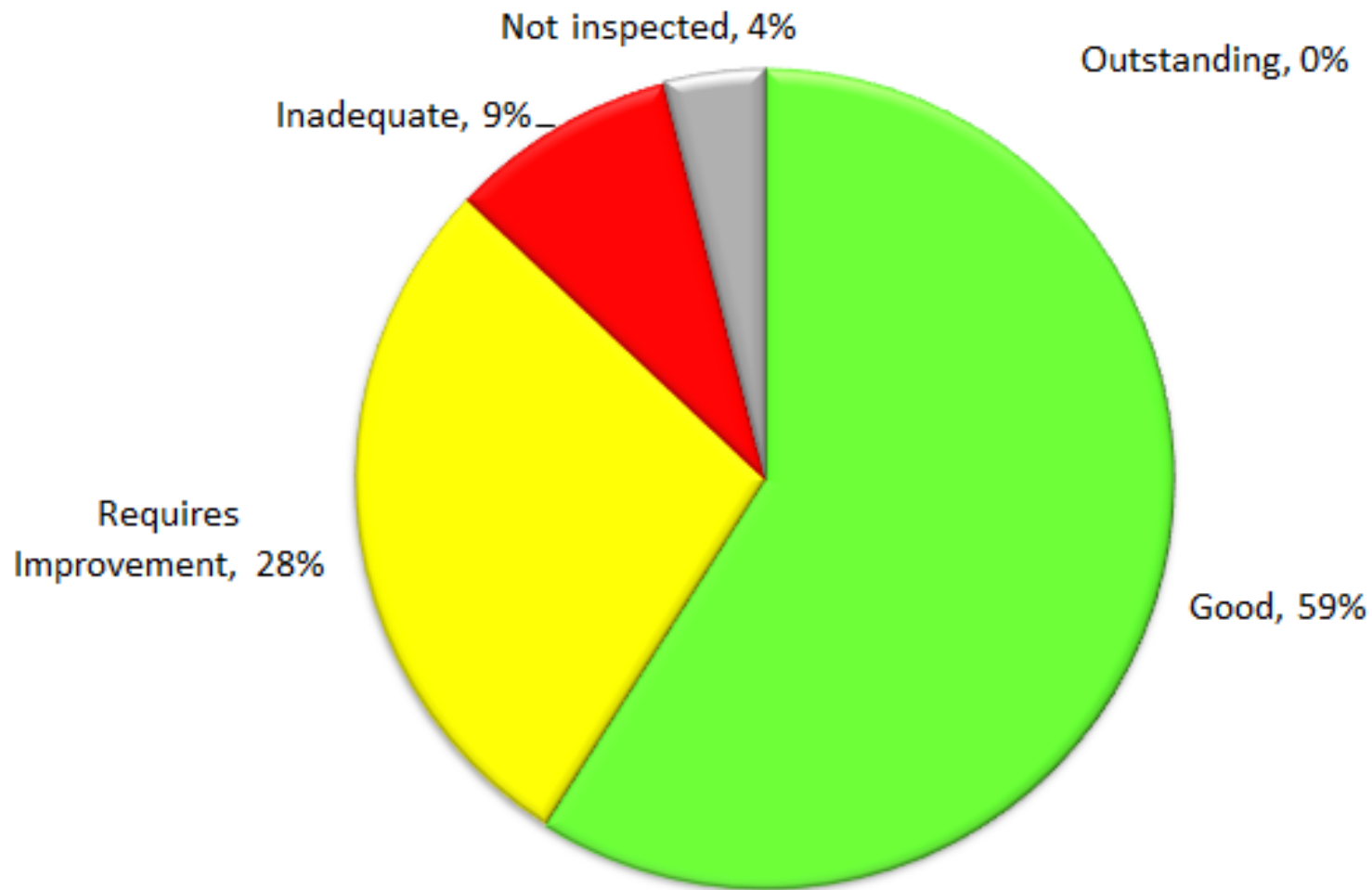
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# CARE HOMES

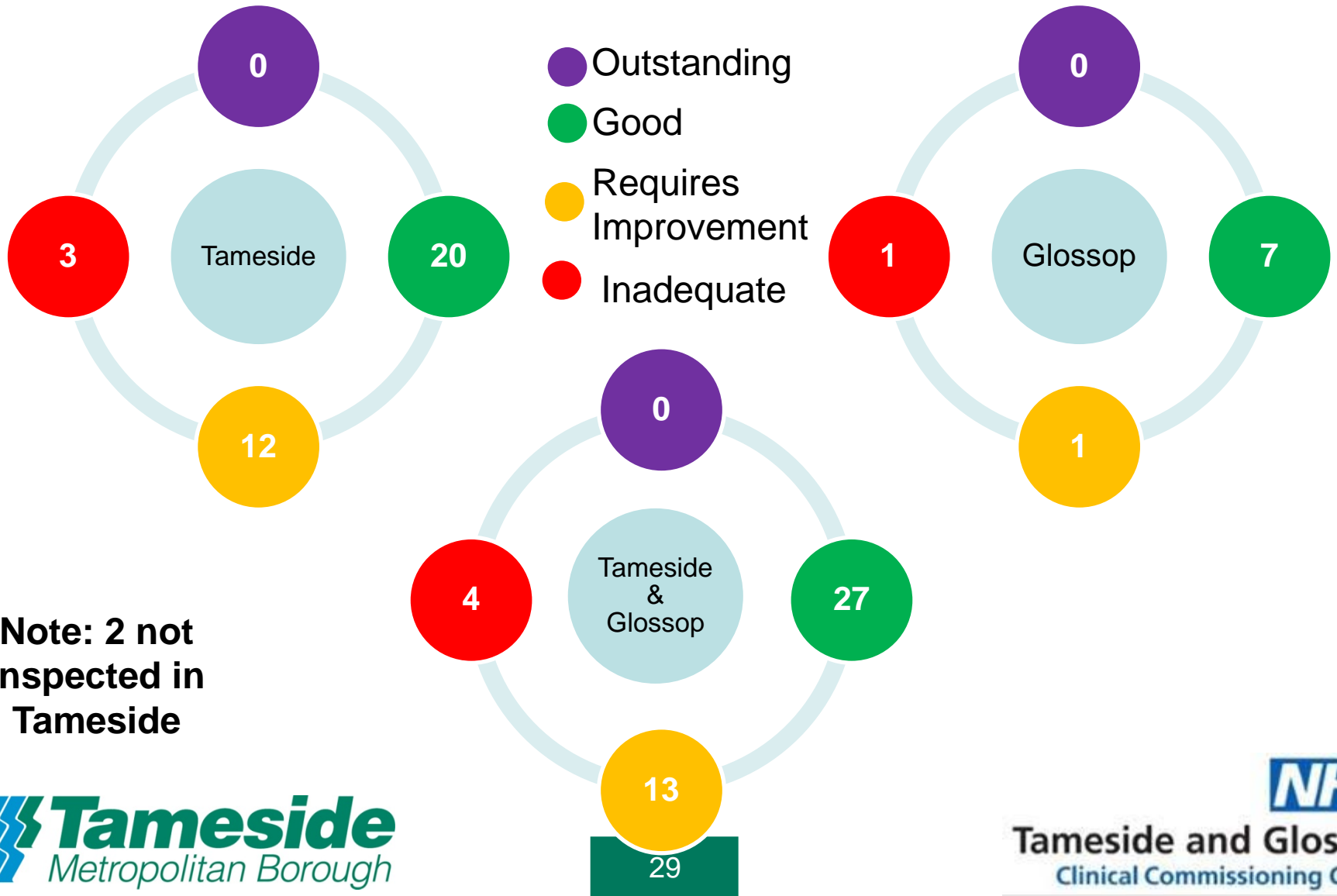
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# T&G care home ratings – August 2018

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# CQC ratings by area



# Care Homes – August CQC Ratings

Care Home Size	Outstanding	Good	Requires Improvement	Inadequate	Total	Not inspected
Small (1-10 beds)	-	1	-	-	1	-
Medium (11-49 beds)	-	21	7	3	31	2
Large (50+ beds)	-	5	6	1	12	-
Total	0	27	13	4	44	46



# CQC Ratings for Care Homes in Tameside and Glossop



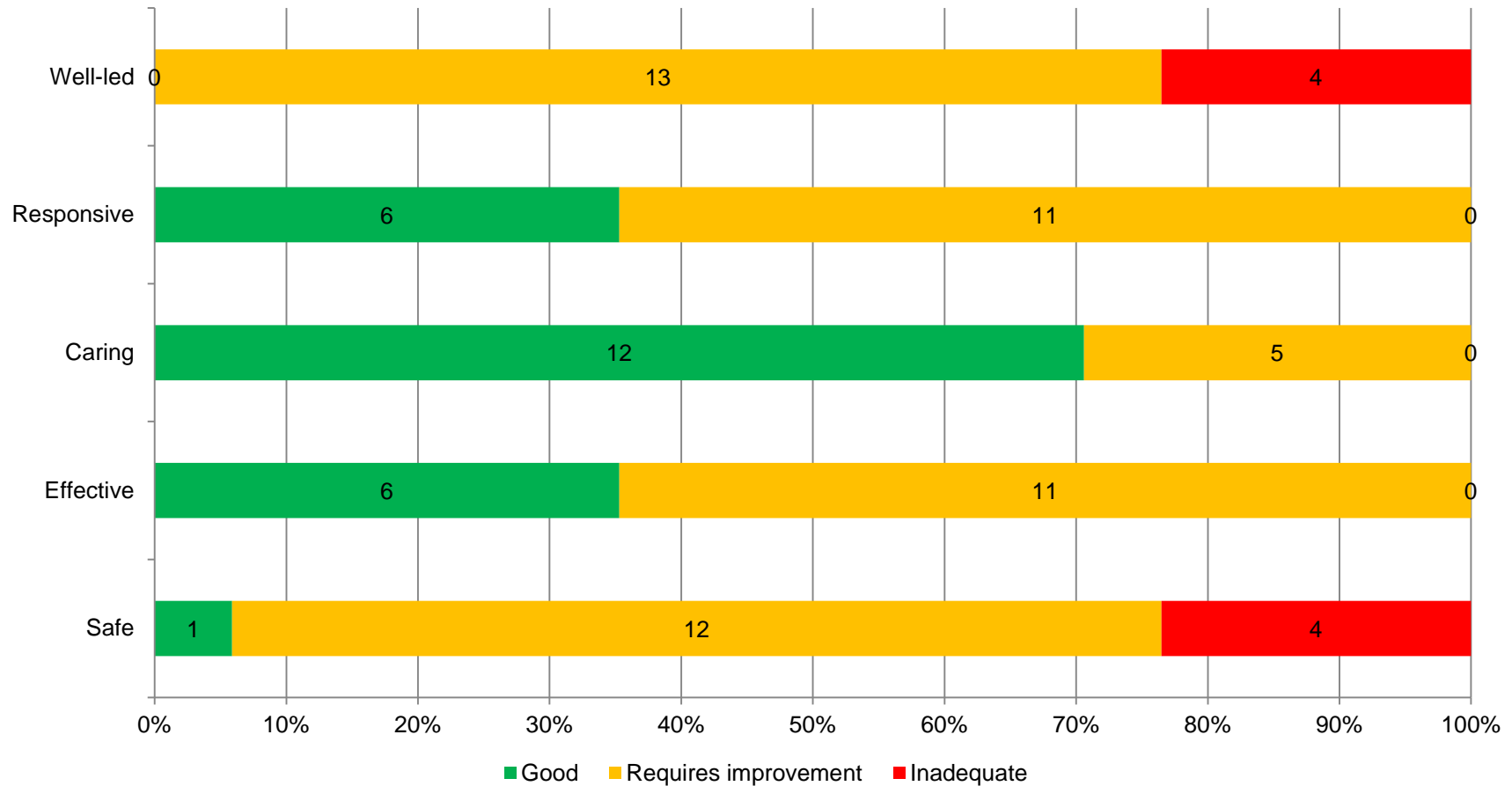
## CQC Rating by Size

- Good (11-49 beds)
- Requires Improvement (11-49 beds)
- Inadequate (11-49 beds)
- Good (50+ beds)
- Requires Improvement (50+ beds)
- Inadequate (50+ beds)

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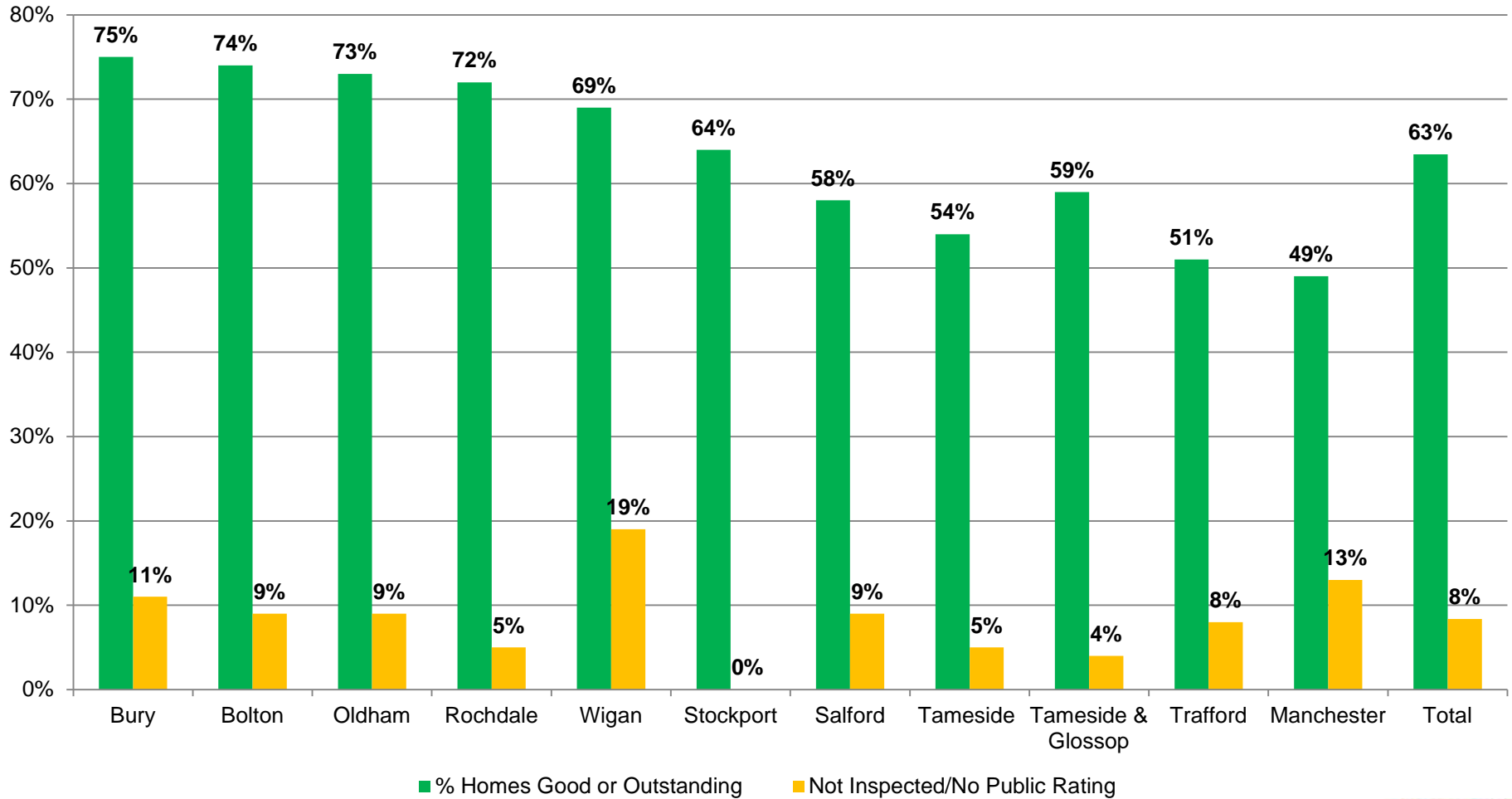
0 0.425 0.85 1.7 2.55 3.4 Miles

# Ratings by criteria for those RI or Inadequate – August 2018





# Comparators (homes)



# Comparators – based on those with a CQC rating at August 2018

Change between Nov 17 and Jul 18	No. of Care Homes	Notes
Remained the same	34	
Inadequate to Good	1	Yew Trees
Inadequate to Requires Improvement	2	Balmoral Care Home, Charnley House
Requires Improvement to Good	5	Hyde Nursing Home, Millbrook Care Centre, Polebank Hall Residential Care Home, Sandon House, St Lawrences Lodge
Requires Improvement to Inadequate	1	Bowlacre
Good to Requires Improvement	1	The Lakes Care Centre
Not inspected	2	Hatton Grange, Downshaw Lodge
Total	46	

# Summary

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- Recognised that many of our Care Homes need to improve
- Improved performance since November 2017
- Key Areas that Care Homes need to improve on are the Safety and Well-Led elements
- Medium Sized homes with individual homes that require the most help