Adult Care and Well-being Scrutiny Panel - Summary Report

Quarter 3: December 2023

Key Priorities ASC Business Objectives:

Reduce the number of older adults and adults aged 18-64 whose long-term support needs are met by admission to care homes.
Increase the number of customers whose short-term support services enable them to live independently for longer.
Increase the number of older people who stay at home following reablement or rehabilitation.
Prevent, reduce or delay the need for care.

1. Admissions to Permanent Care per 100,000 (18-64)

2023-24 Target rate = 18.1   Worcestershire 18-64, Population = 348,155, population updated December 2023

Good Performance = Lower
Definition: Long-term support needs of adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population. ASCOF 2A(1)

Analysis:

This national indicator looks at planned admissions and as such includes 12-week disregards, so potentially some of those included will eventually become self-funders.
The data includes people within the age group 18-64 who have physical disabilities, learning disabilities or mental health issues.
Controls are in place to ensure that permanent admissions are minimised and are only used where there is no other support available in a community-based setting. Work is ongoing to ensure that maximum use is made of services such as supported living, and all options to support adults aged 18-64 to remain living independently or with families are considered as a priority.

Comparator Data: (Latest national data available is 2022-23)
The WCC rate of admissions for adults aged 18-64 increased in Mar-23 to 17.2. The result is above the comparator and England average.

Comparator Results for Admissions 18-64
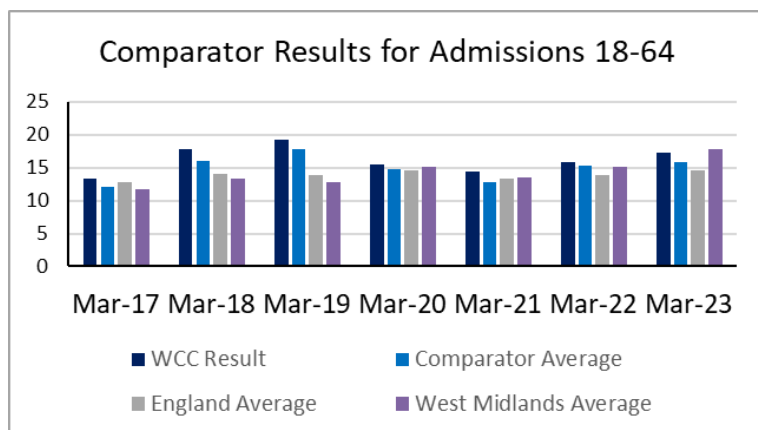
Year / Month	WCC Result	Comparator Average	England Average
Mar-17	13.3	12.0	12.8
Mar-18	17.9	16.0	14.0
Mar-19	19.3	17.8	13.9
Mar-20	15.5	14.7	14.6
Mar-21	14.4	12.8	13.3
Mar-22	15.8	15.3	13.9
Mar-23	17.2	15.9	14.6

Worcestershire Results (Reporting Method: Rolling 12 Months)

Month	Mar-21	Jun-21	Sept-21	Dec-21	Mar-22	Jun-22	Sept-22	Dec-22	Mar-23	Jun-23	Sept-23	Dec-23
Result and RAG	14.4	17.6	20.5	19.9	15.8	16.1	16.1	16.7	17.2	17.5	14.4	14.94
Numerator	49	60	70	68	54	56	56	58	60	61	50	52

Admissions per Month	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
No. of Admissions	5	4	5	2	3	6	1	6	4	4	7	5	**52**

Commentary: Mar-23 benchmarking data is now available showing that Worcestershire has a higher rate of admissions for working age adults in relation to the average for similar authorities and nationally.

For December 2023, the result was 14.94 (52 people), Green against a target rate of 18.1 admissions.

All placements are routinely scrutinised and alternatives to admission considered as the preferred option. There are commissioning conversation meetings weekly to look at the proposed plans and options, ensuring we have explored all avenues to support and promote independence. Where long term funded services are required, best value principles are applied, and any themes/improvement actions identified and discussed in the panel so commissioning colleagues understand the current themes and gaps, cost pressures and address. For example, we have recently commissioned Care Cubed, a tool for establishing a reasonable market rate for provision, focussing first on this age group.

Graph: Admissions to Permanent Care per 100,000 18-64
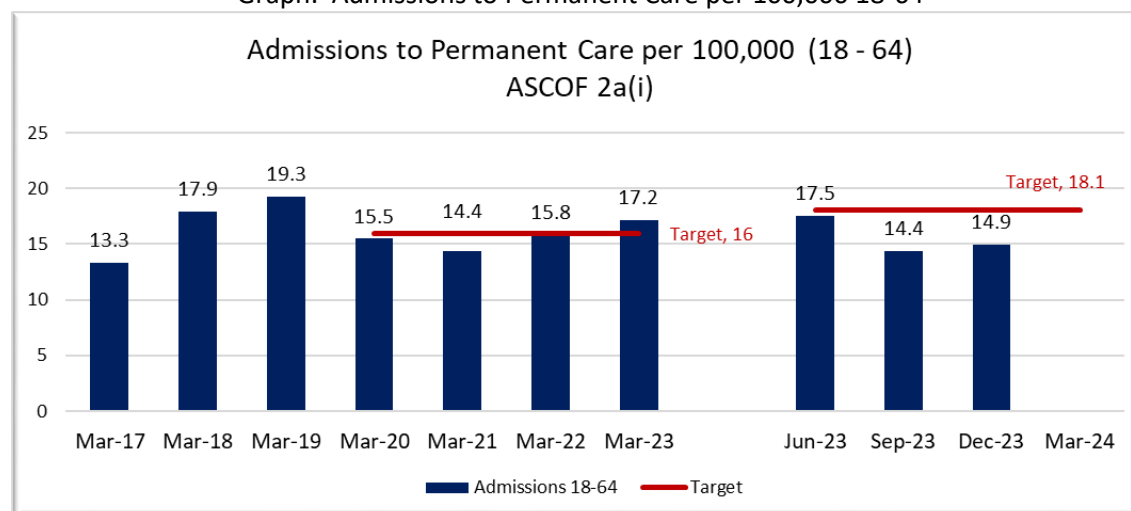
2. Admissions to Permanent Care per 100,000 (65+)

2023-24 Target rate = 554.2   Worcestershire 65+, Population = 138,949, population updated December 2023

Good Performance = Lower

Definition: Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population. ASCOF 2A(2)

Analysis:

This national indicator looks at planned admissions and as such includes 12-week disregards, so potentially some of those included will eventually become self-funders. Permanent admissions for people over the age of 65 are included in this indicator.

The aim is to support older people to remain living independently, in their own homes, for as long as possible. Measures are in place to ensure that admissions only occur where there is no other option to meet a person's needs. There are audits of new admissions each month to ensure they are appropriate and to identify any key trends/themes with oversight from the People Directorate Leadership Team and at monthly Finance and Performance meetings with senior managers. These are reported to the Assistant Director and to PDLT monthly. As the population ages and has increasingly complex needs the pressure on preventing admissions and early discharge from hospital, becomes increasingly challenging. There will be an implication of Covid on people's long-term health and well-being that could impact on the need for 24/7 care.

Comparator Data: (Latest national data available is 2022-23)

The WCC rate of admissions for 65+ decreased for March 2023 to 532.6. The result is above the comparator average, but below the England average.

Comparator Results for Admissions 65+
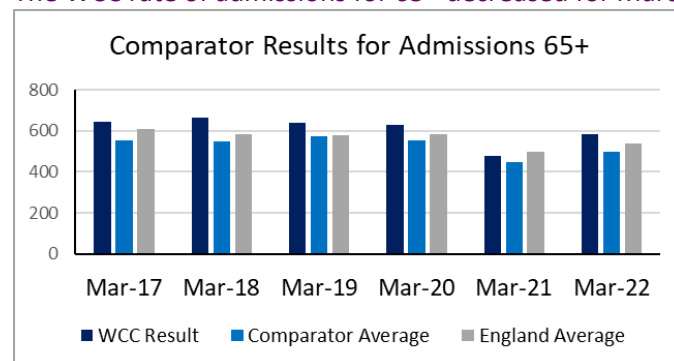
Year / Month	WCC Result	Comparator Average	England Average
Mar-17	642.0	552.2	610.7
Mar-18	663.9	549.8	585.6
Mar-19	637.9	571.3	579.4
Mar-20	629.1	553.7	584.0
Mar-21	475.8	447.2	498.2
Mar-22	585.0	498.6	538.5
Mar-23	532.6	520.2	560.8

Worcestershire Results (Reporting Method: Rolling 12 Months)

Month	Mar-21	Jun-21	Sept-21	Dec-21	Mar-22	Jun-22	Sept-22	Dec-22	Mar-23	Jun-23	Sept-23	Dec-23
Result and RAG	475.8	595.2	659.1	639.6	585.0	540.4	495.5	517.3	532.6	565.7	628.3	644.12
Numerator	654	818	906	879	804	746	684	714	740	786	873	895

| Admissions per Month	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
No. of Admissions	82	56	91	74	85	80	85	83	73	67	66	53	**895**

Commentary:

Mar-23 benchmarking data is now available showing that whilst Worcestershire has a higher rate of admissions for older adults that authorities in our comparator group, this is lower than the national average.

For December 2023, the result is a rate of 644.12 or 895 admissions (rated red against a target rate of 554).

We have introduced residential block beds to manage the market costs and still offer some choice within the county. Nursing care remains spot purchased. We continue to ensure Continuing Health Care decisions are examined but have seen an increase in the numbers coming out of eligibility and then requiring WCC funding as they are already in care home. Decisions relating to Level 4 / critical incident levels within acute hospitals are impacting on numbers requiring long term care home placement overall as we have spot purchased care home placements to facilitate discharge. We continue to offer alternative options such as Wraparound care and stepdown care. High numbers of homeowners and self-funders in Worcestershire impact the number of admissions as these fall to local authority to fund once an individual's savings run low. It is important to note our supported living, shared lives and extra numbers are also rising, suggesting the overall complexity of need is increasing, particularly those needing support during the night that cannot be met through alternatives such as Assistive Technology.
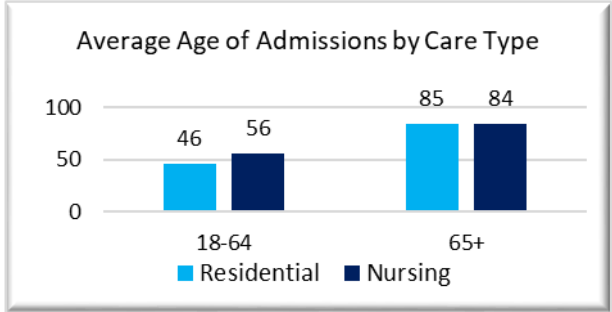
Graph: Admissions to Permanent Care per 100,000 65+

Admissions to Permanent Care per 100,000 (65+) ASCOF2a (ii)
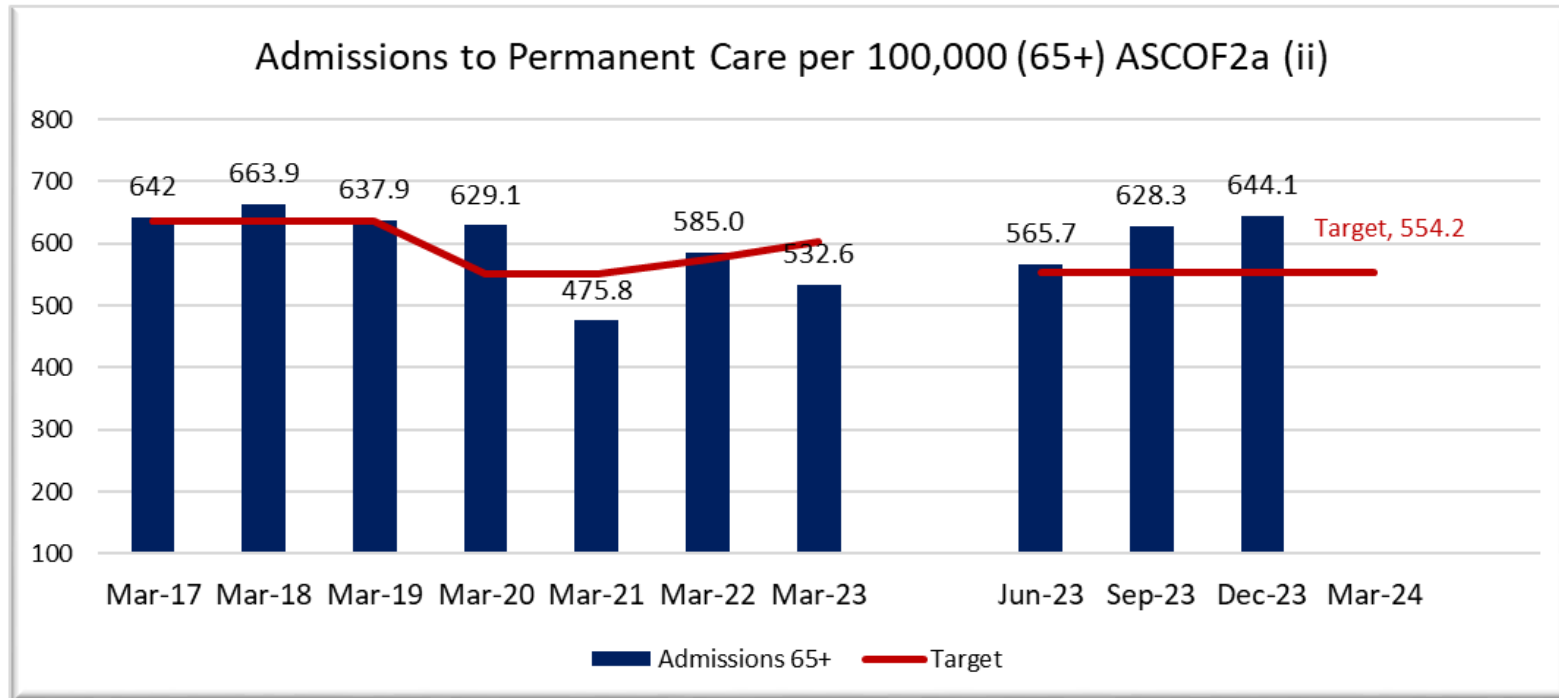
Profile of People Admitted to Long Term Care (Reporting Method: Rolling 12 months, Quarter 3 = January to December 2023)

Average Age of Admissions by Care Type

Tables and Graphs showing Results up to December 2023

Type of Care	18-64	65+
Residential	46	85
Nursing	56	84
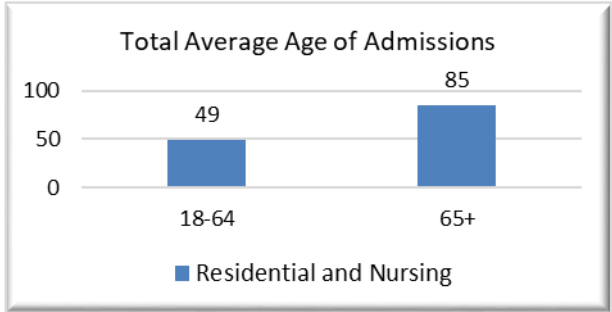
| Type of Care	18-64	65+
Residential and Nursing	49	85

Admissions by Primary Support Reason – Residential and Nursing

Primary Support Reason	18-64	65+	Total
Learning Disability Support	14	7	21
Mental Health Support	19	39	58
Physical Support – Access and Mobility Only	3	91	94
Physical Support – Personal Care Support	12	580	592
Sensory Support – Support for Dual Impairment	0	4	4
Sensory Support – Support for Hearing Impairment	0	2	2
Sensory Support – Support for Visual Impairment	0	6	6
Social Support – Support for Social Isolation / Other	0	4	4
Support with Memory and Cognition	4	162	166
Grand Total	52	895	947

Graph: Total Admissions by Primary Support Reason
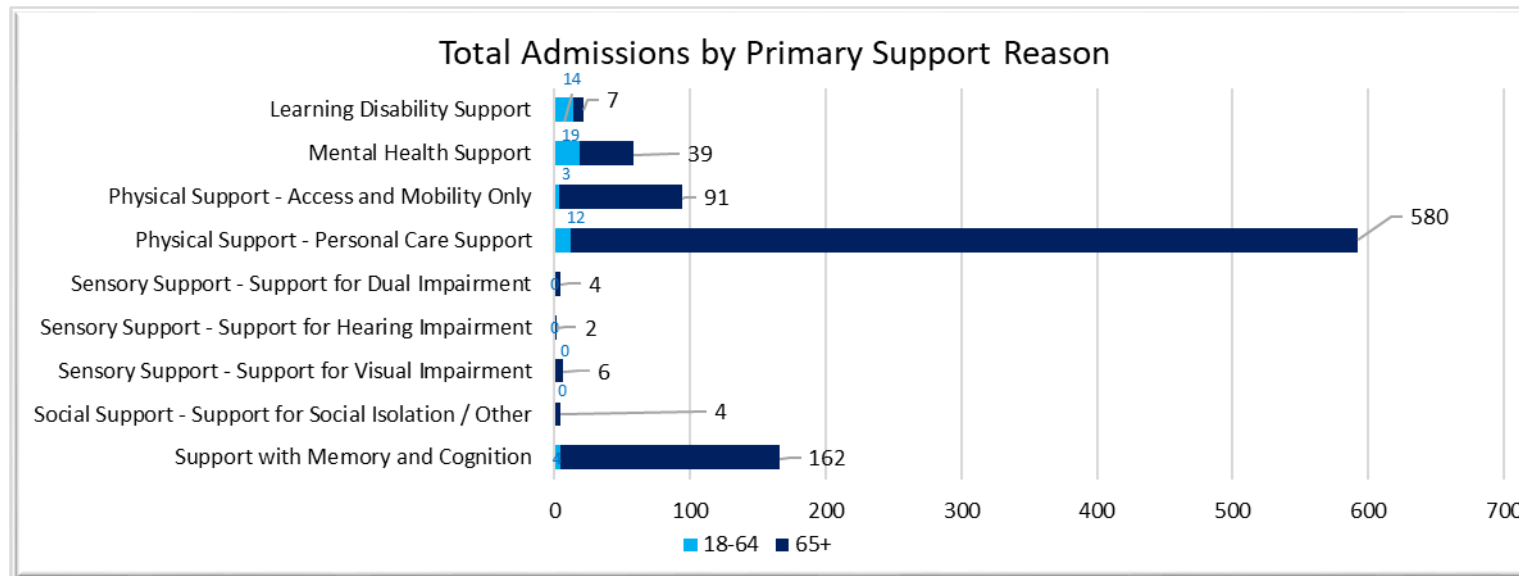
Admissions by Primary Support Reason 18-64 – Minimum, Maximum and Average age at Admission

Primary Support Reason	Number of People 18-64	Min Age at Admission	Max Age at Admission	Average Age at Admission
Learning Disability Support	14	18	64	42
Mental Health Support	19	18	63	49
Physical Support – Access and Mobility Only	3	23	59	45
Physical Support – Personal Care Support	12	47	64	58
Sensory Support – Support for Dual Impairment	0	0	0	0
Sensory Support – Support for Hearing Impairment	0	0	0	0
Sensory Support – Support for Visual Impairment	0	0	0	0
Social Support – Support for Social Isolation / Other	0	0	0	0
Support with Memory and Cognition	4	54	63	60
Grand Total	52	18	64	49

3. Outcomes of Short-term Services

2023-24 Target rate = 84.0%

Good Performance = Higher

Definition: Proportion of people with no ongoing social care needs following a reablement service – sequel to short term services to maximize independence. (ASCOF2d)

Analysis:

This is a national ASCOF indicator which measures rehabilitation success rates for people (all ages 18+), in terms of the percentage who do not require ongoing services following a reablement service. In Worcestershire, the Reablement Service focused on hospital discharge but from Oct-21 the service was expanded to include community reablement. The community team did assist with hospital discharges at various stages during the pandemic, when the cohort was impacted due to a focus on hospital flow.
Over time more complex people are being given the opportunity for reablement.

Comparator Data: (Latest national data available is 2022-23)

The result for WCC has increased to 84.4% - which is above the Comparator and England average.

Comparator Results for % of people with no ongoing social care needs following reablement
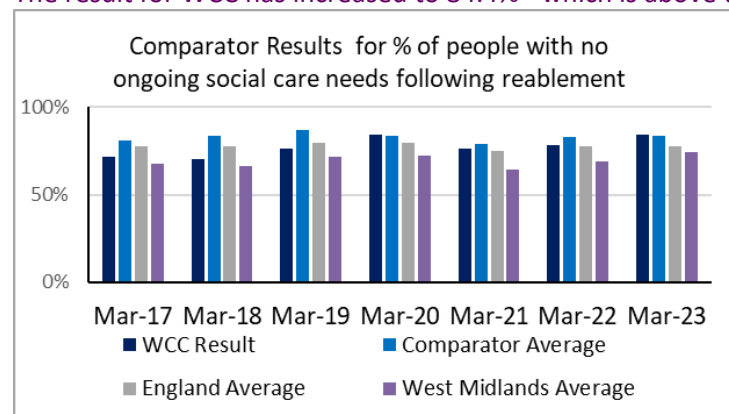
Year / Month	WCC Result	Comparator Average	England Average
Mar-17	71.7%	81.2%	77.8%
Mar-18	70.1%	83.5%	77.8%
Mar-19	76.6%	86.7%	79.6%
Mar-20	84.2%	83.9%	79.5%
Mar-21	76.0%	79.1%	74.9%
Mar-22	78.4%	82.7%	77.6%
Mar-23	84.4%	83.5%	77.5%

Worcestershire Results (Reporting Method: Cumulative from April onwards)

| Month	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23
Result and RAG	82.6%	82.9%	83.6%	84.4%	89.7%	90.1%	88.1%	87.6%	86.8%	87.3%	87.6%	86.2%	86.3%
Numerator	1012	1156	1271	1491	122	254	376	538	665	818	954	1088	1204

Commentary:

Benchmarking data for Mar-23 shows Worcestershire's performance on reablement outcomes significantly above the national average and also above that for comparator authorities.

For December 2023, the result is 86.3% (rated Green against a target of 84%). Performance tends to drop during the winter months. Despite continued pressure in the Urgent Care System, a focus on reablement outcomes with people has helped to maintain positive performance in this metric. We are currently piloting additional community based reablement provision in two areas in the county, within existing resources to try and avoid funded services at the point of referral to ASC.

Graph: Percentage of people with no ongoing social care needs following a reablement service.

% of people with no ongoing social care needs following a reablement service (ASCOF 2d)
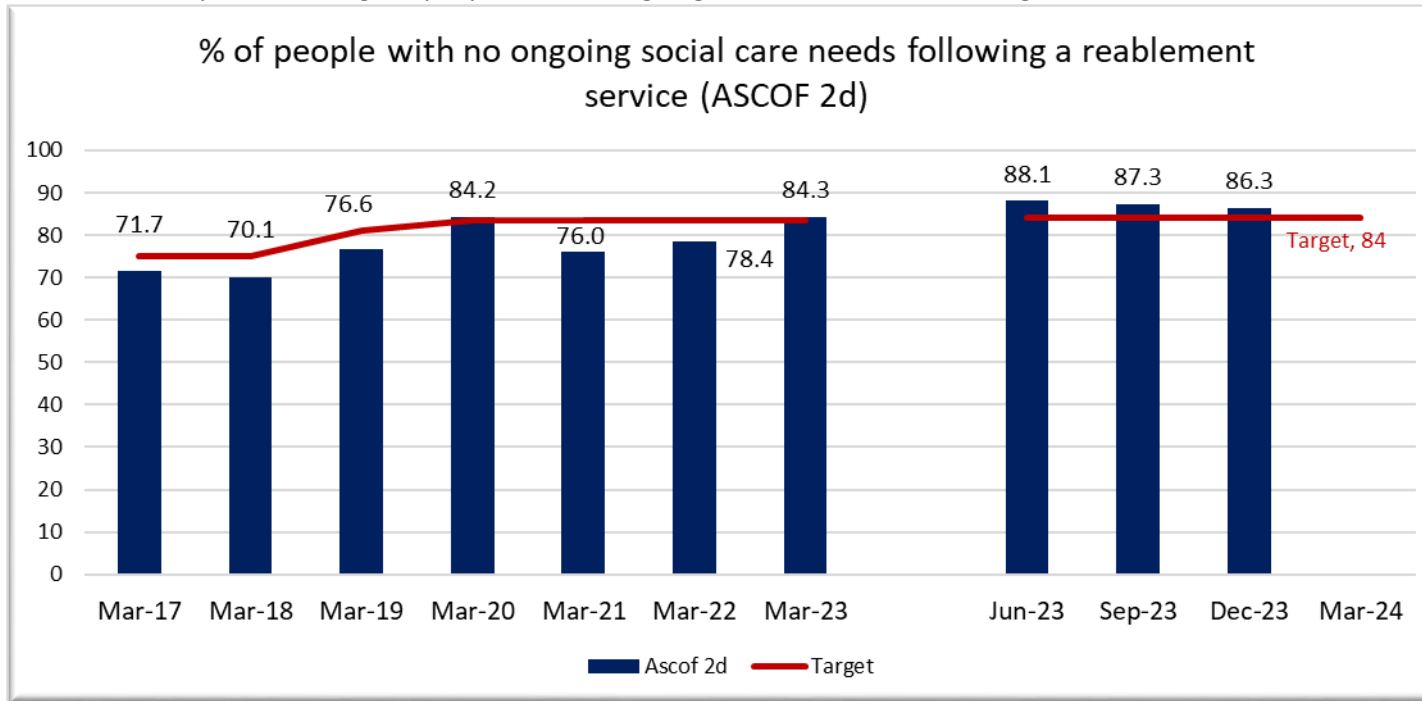
2023-24 Target rate = 83.0%

Good Performance = Higher

Definition: Older people remaining at home following hospital discharge and a reablement service - Proportion of 65+ who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. (ASCOF 2b)

Analysis:
This is a national indicator that measures the percentage of older people who have completed a reablement program on discharge from hospital and are still at home 91 days later, on a quarterly basis. Reablement services include some that are health led.
The acute hospitals are under increasing pressure, and there continues to be higher acuity in patients discharged to reablement services. These services support people being discharged to remain independent for as long as possible, and it becomes increasingly challenging to ensure that they are at home after 91 days as the needs of people using these services become more complex. As before, COVID-19 has significantly impacted this cohort of people.

Comparator Data: (Latest national data available is 2022-23)
The result for WCC has increased to 83.6% which is above the comparator and England average.

Comparator Results for % of 65+ at home following rehab
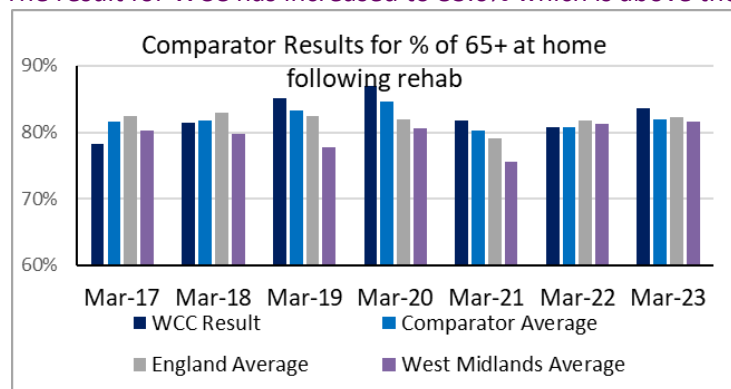
Year / Month	WCC Result	Comparator Average	England Average
Mar-17	78.3%	81.6%	82.5%
Mar-18	81.4%	81.8%	82.9%
Mar-19	85.1%	83.3%	82.4%
Mar-20	86.9%	84.7%	82.0%
Mar-21	81.8%	80.2%	79.1%
Mar-22	80.8%	80.8%	81.8%
Mar-23	83.6%	81.9%	82.3%

Worcestershire Results (Reporting Method: 3 months running total)

Month	Mar-2022	Jun-2022	Sept-2022	Dec-2022	Mar-2023	Jun-23	Sept-23	Dec-23
Result and RAG	80.8%	82.4%	86.6%	84.9%	83.6%	85.8%	87.0%	84.7%
Numerator	497	548	625	631	622	600	629	621

Commentary:
Mar-23 benchmarking data shows Worcestershire performs above comparators and the national average on this metric about older people at home following reablement.

Despite continued pressures in the Urgent Care system this metric has been consistently high during 23-24 although as is the usual seasonal pattern results have dropped in December to 84.7% (rated Green against a target of 83%.).

Graph: Percentage of 65 plus at home following rehab

% of 65+ at home following rehab (ASCOF 2b

65+ Following rehab — Target
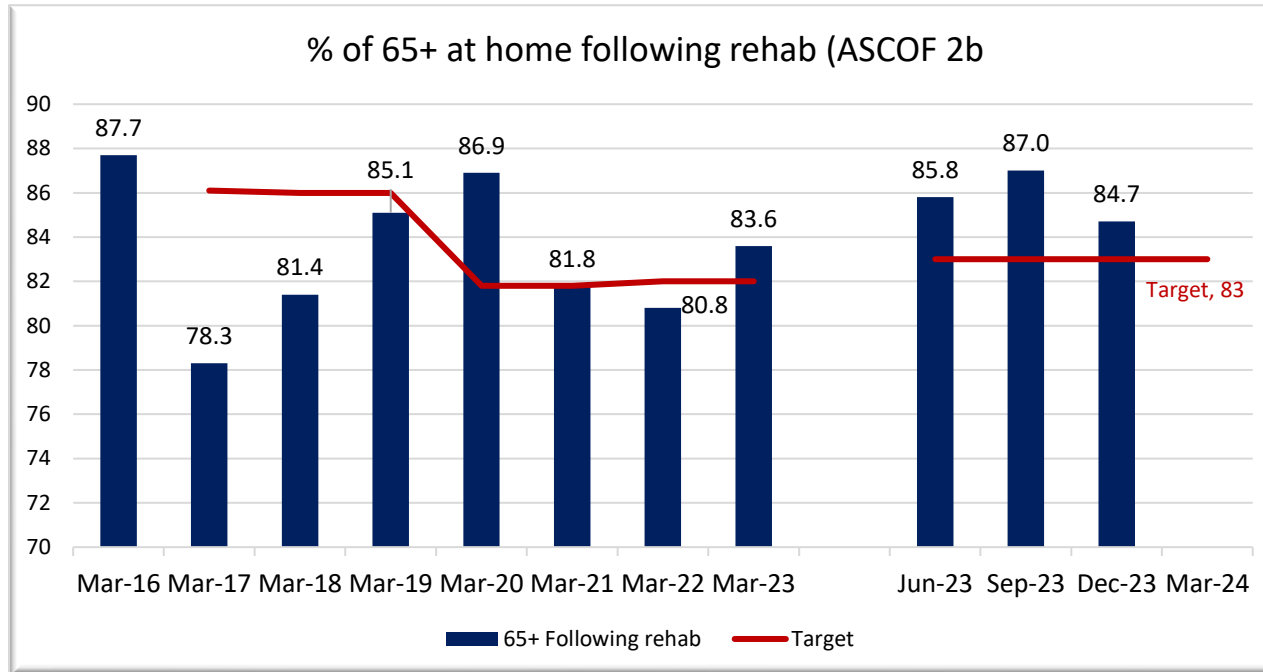
Target, 83

5. Annual Care Package Reviews Completed

2023-24 Target rate = 95.0%

Good Performance = Higher

Definition: Percentage of people in services for twelve months who had a review completed in those twelve months or whose review is in progress at that point.

Analysis:
This is a local measure that looks at people who have been in receipt of services for a year or more and checks that they have been reviewed in that period.

Worcestershire Results (Reporting Method: Rolling 12 months)

Month	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23
Result and RAG	83.6%	82.4%	81.5%	81.2%	80.3%	80.2%	81.9%	83.5%	85.7%	87.5%	89.0%	89.9%
Numerator	3917	3884	3838	3816	3839	3846	3929	4008	4162	4284	4409	4446

Commentary:
Performance on reviews has steadily increased throughout the year and is just below 90% at the end of Dec-23 (rated Red against a target of 95%) compared to 85.7% in Sep-23. Both Learning Disability and Area Teams had additional support from an external provider earlier in the year, this has now ceased. We are managing to continue to gradually increase performance. This is a challenge due to increased demand (more contacts and more people receiving services) as well as workforce issues and vacancy rates, including access to agency staff. We are starting to develop self-review models and AI in this area to support people to inform their own review via online tools.

Graph: Annual Care Package Reviews Completed