

North Lanarkshire Council Report

Adult Care and Social Work Committee

Does this report require to be approved? Yes No

Ref RMcG/SF

Date 14/11/23

Q1 Performance Report 2022/23 - Health & Social Care North Lanarkshire

From Morag Dendy, Chief Officer / Head of Service (Performance, Planning and Quality Assurance)

E-mail DendyM@northlan.gov.uk

Telephone 01698 858143

Executive Summary

The purpose of the report is to provide an update to the Committee on the performance of key areas of activity within Adult Health & Social Care for the period 01st April 2023 to 30th June 2023 (Quarter 1).

Recommendations

It is recommended that the Adult Care and Social Work Committee:

- (1) Endorse the improvement actions included within Appendix 2 of the report; and
- (2) Note the performance of key areas of activity within Appendix 1 of the report.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning
Programme of Work	Resilient People

1. Background

- 1.1 The Chief Officer has joint quarterly performance review meetings with the Chief Executive of NHS Lanarkshire and the Chief Executive of North Lanarkshire Council. These meetings are supported by a Chief Executive Performance Framework comprising a range of performance measures from across both health and social work systems, including relevant targets and trajectories.
- 1.2 Based on a traffic-light system there are areas for improvement identified within the performance framework each quarter for those that are flagged as Red or Amber. The performance review meetings are used as a means for jointly agreeing corrective actions.

- 1.3 Information from these performance reviews has been supplemented with additional performance information below to offer the committee a wider overview of performance across some key areas of adult social care delivery.

2. Report

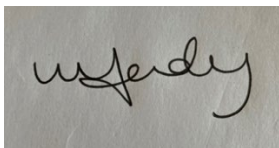
- 2.1 The purpose of the report is to provide an update to the Committee on wider performance of key areas of adult social care delivery, in addition to the performance areas for improvement which have been identified as part of the Chief Executive Quarterly Performance Review for the period 01st April 2023 to 30th June 2023 (Quarter 1).
- 2.2 The performance data for Quarter 1 and associated trend information is included as Appendix 1.
- 2.3 Areas for improvement and planned actions are agreed and developed on an exception basis (i.e., for those indicators which are amber or red, based on tolerance thresholds). These are detailed as Appendix 2 of this report.

3. Measures of success

- 3.1 Measures of success are contained within Appendix 1 of this report.

4. Supporting documentation

- 4.1 Appendix 1: Adult Social Care Dashboard
- 4.2 Appendix 2: Areas for Improvement (Quarter 1, April – June 2023)



Morag Dendy
Chief Officer / Head of Service (Performance, Planning and Quality Assurance)

5. Impacts

<p>5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6 Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>

Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?

Yes No

5.7 Environmental / Carbon impact

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes No

If Yes, please provide a brief summary of the impact?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes No

If Yes, please provide a brief summary of the impact?

5.9 Risk impact

Is there a risk impact?

Yes No

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

5.10 Armed Forces Covenant Duty

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes No

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes No

Appendix 1 – Adult Social Care Dashboard

PLEASE NOTE FOR ALL INDICATORS UPWARDS ARROWS DENOTE POSITIVE PERFORMANCE

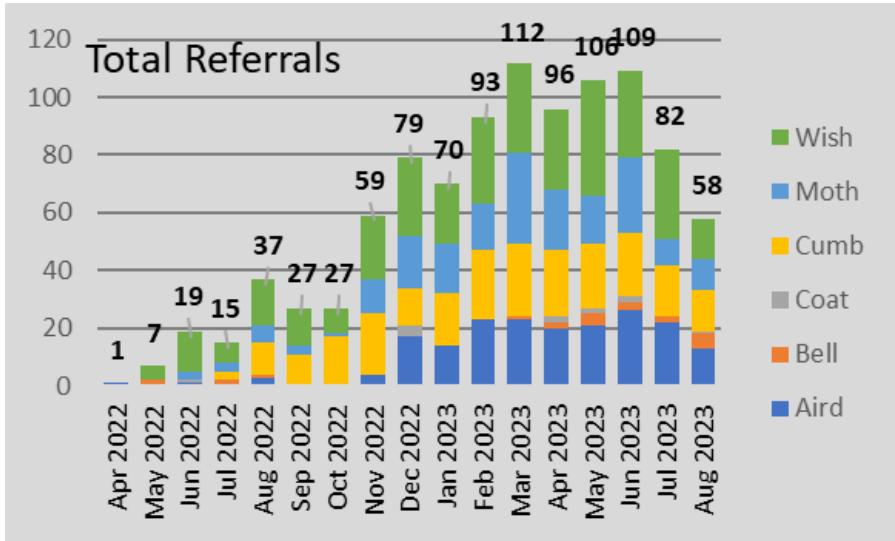
National Health & Wellbeing Outcome	Ref.	KPI	Target 2018/19	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1	Performance Compared to Previous Quarter	Performance Compared to Same Quarter Previous Year	Current Performance
2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonable practicable, independently and at home or in a homely setting in their community	2.11	Assistive Technology - Number Of People With Technology (0-17 yrs)	1,452	34	34	33	30	28	↓	↓	Green
	2.12	Assistive Technology - Number Of People With Technology (18-64yrs)		635	629	629	633	632	↓	↓	
	2.13	Assistive Technology - Number Of People With Technology (65+)		852	853	839	853	818	↓	↓	
	2.14	Reablement - Number Of People Completing Reablement Process	2000	334	666	1049	1418	376	↑	↑	Red
	2.15	Reablement - % Of New or Increased Home Support Packages Which Are Reablement	70%	67.10%	60.60%	55.00%	61.20%	64.00%	↑	↓	Red
	2.16	Reablement - % Of People With No Home Support Service Required At End Of Process	50%	26.60%	33.70%	34.20%	28.80%	21.30%	↓	↓	Red
	2.17	Home Care - No. People 65+ Receiving 10+ hrs Per Week Per 1000 Popn	24	19.9	20	18.1	17.1	15.8	↓	↓	Red
	2.18	Balance Of Care - % Of People (Age 65+)	45%	45.50%	45.40%	43.70%	42.60%	40.20%	↓	↓	Red

	2.19	IEAS - % Deliveries Achieved Within 7 Working Days Quarterly	80%	66.60%	75.10%	63.40%	51.50%	47.50%	↓	↓	
	4.3	Care Home Placements At End Of Quarter - Per 1000 Popn 65+	24	22	22.2	21.5	21.2	21.7	↓	↑	
	4.4	Care Home Placements At End Of Quarter - Per 1000 Popn 75+	50	45.5	46.3	44.8	44.2	44.9	↓	↑	
	4.5	Care Home - Average Length of Stay	865	828	939	743	870	832	↓	↓	
	4.6	Number Of People With Self Directed Support	1,000	1290	1322	2042	1956	2070	↑	↑	
	4.7	Number Of People With A Direct Payment	240	299	328	336	359	329	↓	↑	
7. People who use health and social care services are safe from harm	7.19	% Of Adult Protection Referrals Passed To Care Team For Investigation	20%	15.00%	17.50%	16.20%	11.70%	12.40%	↑	↓	
	7.2	% Of Adult Protection Investigations Going To Initial Case Conference	20%	19.60%	16.30%	14.10%	21.20%	20.30%	↓	↑	
	7.21	Adult Protection - % Of Referrals With Decision Within 5 Days	60%	72.80%	76.30%	78.40%	73.40%	76.60%	↑	↑	
	7.22	% of Adult Protection Referrals Which Did Not Go On To Investigation Or Other Service	50%	72.10%	67.40%	69.00%	71.20%	76.60%	↑	↑	

Appendix 2 – Areas for Improvement

1.	Reablement and associated services	Target 2022/23	2022/23 Q4	2023/24 Q1	Performance Compared to Previous Quarter	Performance Compared to Same Quarter Previous Year	RAG Status
	Reablement - Number Of People Completing Reablement Process	2000 (500 per quarter)	1418	376	↑	↑	
	Reablement - % Of New or Increased Home Support Packages Which Are Reablement	70%	61.20%	64.00%	↑	↓	
	Reablement - % Of People With No or Reduced Home Support Service Required At End Of Process	70%	28.80%	21.30%	↓	↓	
	Balance Of Care - % Of People (Age 65+)	45%	42.60%	40.20%	↓	↓	
	IEAS - % Deliveries Achieved Within 7 Working Days Quarterly	80%	51.50%	47.50%	↓	↓	
<p>Narrative & Corrective Action</p> <p>It is widely acknowledged that Reablement support provided within North Lanarkshire produces good outcomes for service users completing the Reablement process, however further consideration of performance in this area has highlighted clear recording issues in some localities and teams. In essence, Reablement demand and support is not always being recorded appropriately, with both Cumbernauld and Airdrie identified as not accurately reporting Reablement progress, and there is an undoubted subsequent impact on the data for these performance metrics.</p> <p>The service is now experiencing a delay in Home Support Teams moving service users off of Reablement if it has been identified that a provider may be required for ongoing support should the locality teams not have the resource required. This is mainly due to the directive that an indicative budget requires to be approved and agreed before a service user can be allocated to a provider via the SDS model of support. This is impacting on locality teams taking on additional cases for Reablement.</p> <p>All Reablement teams are highlighting the lack of Occupational Therapy support to Reablement received from each of the locality teams; prior to the creation of IRT, Occupational Therapists worked in partnership with Home Support Reablement teams, with joint screening meetings and home visits accepted practice. All locality teams are reporting that this support is now limited due to the demands on IRT.</p> <p>Locality SDM's have highlighted the significant and sustained vacancies in Reablement teams that are unable to be filled, particularly Home Support Worker vacancies. This is in part due to the current cap on recruitment, which is restricting the number of service users who can be supported at any given time via the Reablement process.</p>							

The expansion of the Home Assessment Team (HAT) and the HAT approach continues to impact on the wider system. The number of referrals per month to HAT continued to increase until March 2023, where it appears to have plateaued and then subsequently reduced in July 2023.



The largest input service for HAT is Home Support (65% of referrals received), followed by O.T. (49%). Both of these figures have remained constant since the start of the service.

Input		Service at Completion	
SW	4%	HS - Reablement	9%
OT	49%	HS - Mainstream	13%
Physio	17%	IRT - Physio	7%
AHP Support Staff	9%	IRT - OT	11%
Home Support	65%	Rehabilitation - Other	1%
CAS	24%	CAS	15%
Technology	4%	Locality SW Referral	1%
Pharmacy	3%	IDS	1%
Com. Nursing Team	10%	LSS	1%
Med. Realignment	2%	District Nurse	7%
		NL Leisure	1%
		Third Sector	4%

846 people were noted as completing HAT, 85% of the total referrals. The locality with the largest number of people recorded at completion stage was Wishaw. Of the 304 showing further service being required, the service with the highest number was C.A.S. with 131 (15% of total completing). With regard to IEAS, a Programme of improvement works is still in progress, with improvements to premises and focussed recruitment activity in progress at the time of reporting. Sustained workforce challenges, specifically recruitment and retention of suitably skilled and experienced IEAS staff have resulted in challenges with the delivery and uplift of equipment.

2.	Adult Protection	Target 2022/23	2022/23 Q4	2023/24 Q1	Performance Compared to Previous Quarter	Performance Compared to Same Quarter Previous Year	RAG Status
	% Of Adult Protection Referrals Passed To Care Team For Investigation	20%	11.70%	12.40%	↑	↓	
Narrative & Corrective Action							

	<p>The overall number of AP referrals has increased, which is viewed as a net positive and is actively encouraged by services. However, there is some experiential learning and development required for staff in partner agencies to prevent inappropriate referrals, as there is a high proportion of non-AP and referrals resulting in no further action being submitted. Feedback continues to be provided to partner agencies, including Police and SAS regarding referrals to promote use of the mechanism and encourage continual improvement.</p>
--	---