

Appendix 2a: Adults Social Care Update

Background

1. Social Care in Leeds provides a range of care and support services to help meet the needs of older people, people with a learning disability, those with mental health issues and people with a physical or sensory impairment.
2. These services range from those available on a direct access basis for preventative support through to residential and nursing care when this is the right option. Services can be provided directly and through commissioning and funding arrangements.
3. During 2021/22, Adult Social Care in Leeds provided long term support to 10,595 people, 6,461 of whom were aged 65 and over. Looking at people who had been in receipt of long term support for over 12 months, and who had an open case at the end of March 2021, there were 6,615 people, 3,284 of whom were aged 65 or over. These figures are broadly in line with those from 2020/21.
4. The Leeds approach to Adult Social Care is informed by the Better Lives Strategy and its themes of better conversations, better living and better connections. This strategy is currently being renewed.
5. The Adult Social Care Outcomes Framework (ASCOF) provides an outcomes based national framework for measuring performance of all local authorities. Metrics are organised under four key aims or domains.
 - Domain 1: Enhance quality of life for people with care and support needs.
 - Domain 2: Delay and reduce the need for care and support.
 - Domain 3: Ensure that people have a positive experience of care and support.
 - Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from harm.
6. The metrics within the ASCOF are informed by the results of mandatory national data collections and surveys. This report presents 2021/22 provisional results alongside the most recent comparative data and includes local metrics where relevant to the Better Lives Strategy.

ASCOF framework

7. Following the completion of the Short and Long Term Care (SALT) return, Personal Social Services (PSS) Survey and Carers Survey the draft results for the ASCOF measures for 2021/22 are now available. Appendix 1 presents these alongside comparison to historic results. Comparator data to other authorities for this year is not yet available. Overall, six measures have improved whilst sixteen have declined compared to the previous result.
 - Ten measures are obtained from the SALT return. Of these five have improved whilst five have declined compared to 2020/21

- Eight measures are obtained from the PSS Survey. Of these performance has dropped for six out of the seven available results compared to the last survey in 2019/20. One result is not yet available.
- Five measures are obtained from the Carers Survey. Performance has dropped for all five measures compared to the last survey in 2018/19.

8. Domain 1: Enhance quality of life for people with care and support needs

- The domain contains five measures based upon the PSS and Carers surveys which were last carried out in 2019/20 and 2018/19 respectively. These look service users and carers views on quality of life, control and social contact. All five measures recorded worse results than the last survey.
- The proportion of people who use services who receive self-directed support has increased compared to both 2020/21 and 2019/20. However, the proportion of service users receiving a direct payment has fallen slightly. This is largely due to an increase in service users who do not have a direct payment included in the cohort.
- The proportion of carers who receive both self-directed support and in particular a direct payment have increased to back in line with 2019/20 figures due to the increased numbers of one-off direct payments which reduced during COVID.
- Results for adults in contact with secondary mental health services in paid employment /settled accommodation are not yet available.
- The percentage of 18–64 year-olds with a learning disability in settled accommodation / paid employment have both fallen compared to last year. - This is due to a number of factors including the status being captured for fewer service users due to less reviews taking place, data clean up removing people from the cohort and genuine changes in status.

9. Domain 2: Delay and reduce the need for care and support

- The rate of care home admissions for people aged 18-64 has fallen compared to both 2020/21 and 2019/20. The actual number of admissions is 55 compared to 67 last year.
- The rate of care home admissions for people aged 65+ has increased compared to last year but remains below the result for 2019/20. Last year's result was low due to COVID.
- Percentage of older people at home 91 days after discharge into reablement has continued to decline whilst the percentage of people being independent following reablement has fallen slightly compared to last year, however, 2020/21 saw the highest result recorded and so the 2021/22 remains high compared to historic performance. The overall number of people receiving reablement services is broadly in line with last year but remains below 2019/20 levels. The ability of the service to operate has been greatly impacted on by COVID-19, although progressively services are resuming.
- Delayed Transfers of Care statistics have not been collated since February 2020 and will be replaced following the pandemic.

10. Domain 3: Ensure that people have a positive experience of care and support

- The ASCOF metrics within this domain are based upon the PSS and Carers surveys which were last carried out in 2019/20 and 2018/19 respectively. The measures look at service users and carers views with regards to satisfaction with services and the ease of finding information. All five measures recorded worse results than the last survey.
- Leeds indicators. A Best Council Plan metric relevant to Adult Social Care is the results of Care Quality Commission (CQC) inspections of local provision. The March 2022 result of 78.4% was a reduction compared to last year. The fall is due to not being able to attend regular inspections apart from when providers require immediate support with significant challenges. A small number of inspections have been reported during the period for homes that were subsequently rated as requiring improvement or inadequate, thus impacting upon the overall score.

11. Domain 4: Safeguarding adults whose circumstances amen them vulnerable and protecting them from harm

- The ASCOF metrics within this domain are all based upon the PSS survey, comparisons are therefore made with the last survey in 2019/20. Whilst the proportion of people who feel safe has increased the proportion of people who say that the services they use make them feel safe has fallen.
- Leeds indicators. A key local metric relates to meeting the outcomes for people who have been supported with safeguarding. The result for 2021/22 has increase compared to last year but remains below the 2019/20 figure. 2021/22 saw a 10% increase in safeguarding concerns raised compared to 2020/21, however, safeguarding enquiries fell slightly by 3%.

2021/22 activity

12. The Covid period has resulted in increased safeguarding concerns, mental health issues and the impact of social isolation on older people's confidence and mobility and is evidenced through increased demand across the first six months of the year. The second half of the year has seen demand reduce compared to the peaks of the summer months of June-August whilst remaining high compared to 2020/21 averages.
13. This is impacting on such indicators as allocation waiting time, assessment timeliness and in capacity for annual reviews. It can be seen specifically in hospital discharge delays but also in broader delays for people accessing care services.
14. The pandemic has also had an impact on the social care workforce with providers experiencing increasing difficulties in recruiting and retaining staff. This has had an impact on the timeliness of provision of services such as home care and care home placements.

SALT return.

15. An initial draft version of the annual SALT data collection return for 2021/22 has been completed. Broadly, the return reflects a return towards levels of activity seen in 2019/20 following the COVID impacted figures from 2020/21:

- Whilst there was an overall reduction in requests for support compared to last year by 7% for 18-64 year olds and 1% for over 65's, in both cases linked to reduced numbers from hospital discharge this is not reflected in the numbers who go on to receive services. There was an increase of 18-64 year olds going on to receive long term care in the community. For older people whilst numbers resulting in nursing placements continue to fall the numbers leading to residential care or community care increased compared to both 2020/21 (which was impacted upon by COVID) and 2019/20.
- The number of new service users entering reablement was broadly in line with last year but continues to be below 2019/20 levels which is reflective of the lower numbers entering from the community. This is because the reablement service suspended taking referrals from the community in order to focus all its capacity on supporting hospital discharge. The breakdown of sequels to reablement were broadly in line with last year.
- 18-64 year-old long term service users – The overall numbers supported remain relatively static with a continued move to more care in the community versus that in a permanent placement.
- 65+ year-old long term service users - Overall there can be seen to be increases in numbers supported compared to 2020/21 across nursing/residential and community care which were impacted by COVID but that they have not yet recovered to pre-pandemic 2019/20 levels.
- Reviews – There have been falls in the number of reviews taking place, in particular planned reviews and the number of unique people reviewed. The percentage of long-term service users reviewed has fallen to 50.7% compared to 57.8% last year.
- The overall number of carers provided with support have increased compared to last year and were slightly above 2019/20 levels. due to an increased number of 'time for carers' grants being issued which did not take place in 2020/21 due to the pandemic. The number of carers supported by Carers Leeds is broadly in line with last year but still significantly below pre-pandemic levels seen in 2019/20. The number of carers assessed has remained relatively steady across 2019/20, 2020/21 and 2021/22